



# CYTRANET

CONNECTING TODAY, EMPOWERING TOMORROW

## YOUR CUSTOM PROPOSAL

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Suite A  
Mobile, Alabama 36609  
Tel: 251-308-5000  
Fax: 251-308-1333  
[www.cytranet.com](http://www.cytranet.com)  
[info@cytranet.com](mailto:info@cytranet.com)



Cytranet is honored to be given the opportunity to present this proposal to your organization. We have reviewed and accept all the terms and conditions of the request.

Cytranet is in the business of making connections. We recognize the value of matching the right people with the right company, and we take the same approach with our communication service. There are many companies that can provide a dial-tone, but we believe that you deserve a partner that takes your agency as seriously as you do, and that starts with the right connection.

Having read and evaluated your Request for Proposal, we are confident that Cytranet cannot only meet your requirements but also exceed your expectations in multiple areas — ranging from communication infrastructure and carrier-grade quality of service to technical support and customer service. We call it Amazing Support and we look forward to delivering it to you.

We started this company to provide what we call Amazing Support to our customers, and we have spent the last ten years building a culture around that concept. We knew early on that the only way to become a leader in the Unified Communications industry is to provide the best service possible to our customers. Technical innovation features, and ancillary services are very important in this industry, and we devote a large amount of resources to R & D. We believe that innovation within the service part of our organization is equally as important. In fact, by applying the concept of Amazing Support to all parts of the business, we have been able to create a company that puts the needs of our customers ahead of anything else.

Naturally, Amazing Support means that our customer service and support departments are second to none. But we take Amazing Support much further than that. In our Infrastructure and IT department, Amazing Support means only using Tier 1 class telecommunications hardware and software from vendors including Acme Packet, Oracle, Cisco, HP and Brocade. It also means co-locating our platform in Carrier-Class data centers that are geographically protected from natural disasters, located on multiple power grids, have provided 99.999% uptime for at least five years, and served by at least ten diverse fiber providers.

Please review the pricing information we provide below. If you have any questions about this response, the company Cytranet, or the services we provide, please do not hesitate to contact me directly.

Very truly yours,

A handwritten signature in blue ink, appearing to be "C. Chase Nelson", with a stylized flourish at the end.

**C. Chase Nelson**  
**Director**

**CYTRANET**



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## **COMPANY HISTORY**

Cytranet is one of the leading providers of voice, data, cloud, and managed IT services in the Southeast, as well as having a nationwide reach. Supporting over 1,000 businesses, nonprofits, and government agencies of all sizes, Cytranet is the most experienced provider of technology services in the region. Based in Mobile, AL and Phoenix, AZ, we offer single-source solutions that support the latest in Voice and IT Services. We serve our clients' local to global locations. Our technology experts design, deliver, and manage end-to-end solutions. For example phone service, fiber internet, networks, equipment, data centers, monitoring, managed Wi-Fi and support.

For over 10 years, Cytranet has provided personalized support, and we take great pride in our clients' testimonials. Our experienced staff is accredited by leading technology providers, and our on-time delivery and 24×7 support consistently earn accolades from our customers. We are focused on your success.

Cytranet specializes in a wide range of services, including tailored voice and data networks, and IT services and solutions for medium size businesses and enterprises nationwide. We are committed to providing each and every one of our clients with high quality service and support. Our unique team is incredibly friendly and can help you every step of the way in growing your business. We expertly combine our services in order to provide you with customized help and support, so you only get what you need and what you want. Our innovative approach starts with a thorough investigation of your company's needs to succeed so that we can ensure a perfect fit with you and our services.

Cytranet's clients benefit greatly when they choose to partner with us. Not only will you have more energy and time to focus on your business while we handle your voice, data, and IT needs, but you will experience happier and more productive employees, too. Let us help you open the doors to more technology so that your network will always perform to your standards and that your company will be able to outperform its competitors with ease. Rest assured knowing that your voice and data services are optimized, maintained, and protected – because guaranteeing your business's technology runs smoothly is our top priority.



## **CONFIRMATION OF COMPLIANCE**

Cytranet is nationally recognized as a leading provider of Hosted VoIP, SIP, PRI, Video, and Unified Communications. Cytranet is also ranked #1 in reliability and customer service and is one of the fastest growing companies in the VoIP industry. Cytranet's intuitive online platform allows for an unlimited number of VoIP features, all for a single, predictable monthly price. Cytranet has reviewed all of the specifications of this request, and believes that it is truly the best provider to be able to meet all of the objectives and goals of this request.

The following products and features distinguish Cytranet Communications above all competition in the communications marketplace:

**Platform Ownership.** Cytranet has developed—and has full ownership and control of—our proprietary Cytranet platform and all attendant cloud architecture and software. Ownership of the Cytranet platform provides for rapid application development and extremely fast turnaround on technical support issues. It also allows for more flexible pricing, as Cytranet isn't obligated to any third-party developers. Cytranet's elite team of developers and telecommunications experts has broad experience and a deep understanding of VoIP and the underlying technologies. This pool of expertise greatly strengthens the stability of the firm.

**Experienced Staff.** Platform ownership ensures that Cytranet is qualified and committed to supply your organization with the technology it deserves. This capability not only includes matters of maintenance but also future systems enhancements. Cytranet has already gained recognition for developing many vertical-specific features tailored to the various segments of Cytranet's client base. These features include functionality such as Emergency Outbound Notification for K-12 school districts and Broadcast Paging for food services. Our skilled engineers are passionately dedicated to maintaining system performance for our clients. Cytranet's system is backed by an aggressive Service Level Agreement (SLA), which is included in this response.

**Related Experience.** Cytranet has performed many of the largest true Hosted VoIP installations currently deployed throughout the US. Cytranet has garnered impressive experience in several government deployments. These deployments differentiate Cytranet above its SMB-focused competitors. For example, Cytranet recently deployed our Hosted VoIP solution in a large MLB baseball stadium, as well as in a large hospital system with over 1,000 users.

**Inclusive Pricing.** Cytranet has a unique pricing strategy. Our all-inclusive pricing covers the full spectrum of both classic and advanced features in its hosted VoIP suite. Cytranet does not charge additional fees for unlimited auto-attendants, voicemail boxes, ring groups, queues, schedules, user groups, or dial-plans. Nor does Cytranet charge for features such as Virtual Fax, Call Center, Conference Bridges, et cetera. Many providers charge additional fees for many of these services or restrict the number allowed.

**Industry Leading Reliability.** Cytranet's up-time and reliability lead the hosted VoIP industry. Many of providers experience frequent—and often prolonged—outages, impacting telecommunications clients with serious consequences. Often such outages are caused by lack of engineering resources or lack of deep product knowledge. In contrast, the Cytranet platform has full-mesh redundancy, geographic diversity, and a skilled team of intelligent engineers dedicated to maintaining system performance for all Cytranet clients.

## **NOTABLES**

- Cytranet's SLA's meet or exceed the **99.99%** requirement of this bid.
- Cytranet has excelled at its performance as a premier tier-level carrier; with **99.99% uptime** delivery ratio, and **99.999%** availability.
- Cytranet is satisfied and will meet the general terms and conditions set forth in the proposed RFP.
- Cytranet is considered a Small Business and Small Disadvantaged Business (SB & SDB), and is Minority Owned.
- Cytranet Support is 24X7X365. Support tickets may be submitted via phone toll-free 877-358-9390, [Support@cytranet.com](mailto:Support@cytranet.com), live chat [www.Cytranet.com](http://www.Cytranet.com).

## **Dedicated Fiber Internet**

### **100mb/100mb**

\$709/month - \$550 installation

### **250mb/250mb**

\$1065/month - \$550 installation

### **500mb/500mb**

\$1368/month - \$550 installation

### **600mb/600mb**

\$1467/month - \$550 installation

### **1000mb/1000mb**

\$1515/month - \$550 installation

### **5000mb/5000mb**

\$3111/month - \$1250 installation

### **10000mb/10000mb**

\$4353/month - \$1250 installation

IP addresses included at no charge, up to 128 block. Complex construction may require extra fees. Taxes, fees, surcharges of up to 17.5% may be assessed. Prices are per individual circuit.

## **Point-to-Point MPLS Fiber**

### **1000mb/1000mb**

\$1900/month - \$550 installation

### **10000mb/10000mb**

\$2500/month - \$1250 installation

Prices are for complete circuit (both locations). Complex construction may require extra fees. Taxes, fees, surcharges of up to 17.5% may be assessed.

## **Voice**

### **PRI (23ch) – Unlimited Local & LD**

\$399/month - \$550 installation

### **Analog Line – Unlimited Local & LD**

\$29.99/month - \$50 installation

### **Hosted Phone Seat – Unlimited Local & LD**

\$29.99/month - \$50 installation

### **SIP Trunk Channel – Unlimited Local & LD**

\$19.99/month - \$50 installation

Each line includes a single DID, additional DIDs billed \$1 each. Toll-Free numbers billed at \$0.04/minute. Taxes, fees, surcharges of up to 17.5% may be assessed.

## **Managed Network**

### **Gigabit Router with Integrated Firewall**

\$299/month - \$349 installation

### **48-port Gigabit PoE+ Switch with 4 SFP ports**

\$199/month - \$249 installation

### **802.11ac Wave 2 Cloud-Managed WiFi Access Point**

\$39/month - \$149 installation

### **Gigabit Router with Integrated Firewall with Unlimited LTE Backup Plan**

\$399/month - \$349 installation

### **SD-WAN Appliance with Traffic Shaping & Failover**

\$199/month - \$149 installation

### **Managed 12-port Auto-Reboot Power Appliance**

\$99/month - \$149 installation

### **Cable Drop CAT6 (Labor Only)**

\$149 installation

## **Data Center/Cloud Services**

### **42U Full Rack, 15A Power, 1000M Internet, 64 Public IPs**

\$1999/month - \$599 installation

### **21U Half Rack, 15A Power, 1000M Internet, 64 Public IPs**

\$999/month - \$399 installation

### **Exchange-compatible Email Mailbox with 25GB Storage**

\$9.99/month - \$25 installation

### **Data Backup of VMware or Hyper-V Servers with 60 Day Retention**

\$2/GB/month - \$999 installation

### **Data Backup of Files with 60 Day Retention**

\$1/GB/month - \$499 installation

## **Web Content Filtering**

### **DNS-Based CIPA compliant filter**

\$0.09/student/month - \$499 installation

Do not write in this space.

Please read instructions before completing.

**Universal Service for Schools and Libraries  
Service Provider Annual Certification Form**

(To be completed by Service Provider)

**Block 1: Service Provider Information**

**1. Service Provider Name**

**Accelerated Technology Services Group LLC**

**2. Service Provider Identification Number (SPIN)**

**143051061**

**3. Funding Year:**

**July 1, 2018 through June 30, 2019**

**4. Contact Name**

**Chase Nelson**

**5. Complete Mailing Address of Contact Person**

**Street Address, P.O. Box or Route Number**

**1400A Montlimar Dr**

**Mobile**

**AL 36609**

**City**

**State Zip Code**

**6. Telephone Number with Area Code**

**251-308-5000**

**7. Fax Number with Area Code**

**251-308-1333**

**8. Email Address**

**cnelson@cytranet.com**

**Block 2: Certification**

I declare under penalty of perjury that the foregoing is true and correct: I am authorized to submit this Service Provider Annual Certification Form on behalf of the above-named Service Provider, which has been assigned the above-referenced Service Provider Identification Number, and that based on information known to me or provided to me by employees responsible for the data being submitted, I hereby certify that the data set forth in this Form has been examined and reviewed and is true, accurate and complete. I acknowledge that any false statement on this Form or on the Service Provider Invoice Form (FCC Form 474) can be punished by fine or forfeiture under the Communications Act, 47 U.S.C. § 502, 503 (b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001, and that any such false statement could subject this Service Provider to liability under the False Claims Act.

9. I certify that the Service Provider Invoice Forms (FCC Form 474) that are submitted by this Service Provider contain requests for universal service support for services which have been billed to the Service Provider's customers on behalf of schools, libraries, and consortia of those entities, as deemed eligible for universal service support by the fund administrator.

10. I certify that the Service Provider Invoice Forms (FCC Form 474) that are submitted by this Service Provider are based on bills or invoices issued by the Service Provider to the Service Provider's customers on behalf of schools, libraries, and consortia of those entities as deemed eligible for universal service support by the fund administrator, and exclude any charges previously invoiced to the fund administrator for which the fund administrator has not yet issued a reimbursement decision.

11. I certify that the bills or invoices issued by this Service Provider to the Billed Entity are for equipment and services eligible for universal service support by the Administrator, and exclude any charges previously invoiced to the Administrator by the Service Provider.

12. I certify that any requests for reimbursement that are sought under a Service Provider Invoice Form (FCC Form 474) for discounts for products or services that contain both eligible and ineligible components are properly allocated as required by the Commission's rules at 47 C.F.R. § 54.504(e).

13. I certify that the invoices that are submitted by this Service Provider to the Billed Entity for reimbursement pursuant to Billed Entity Applicant Reimbursement Forms (FCC Form 472) are accurate and represent payments from the Billed Entity to the Service Provider for equipment and services provided pursuant to E-rate program rules.



# Internet Access

## The Importance of Being Well-Connected

### Internet Designed for Enterprises

Enterprise businesses today require the most reliable, scalable and cost efficient way to connect to the public Internet.

Cytranet delivers enterprise grade internet services over a wide range of access options, features and price points to fit your business needs.

### Serving the Distributed Enterprise

Reliable and affordable connectivity for your business locations everywhere:

- Nationwide Points of Presence
- Extensive fiber infrastructure
- Metro footprint / On-net Locations
- Private Peering with major Internet backbones
- Inter-connecting with major providers of:
  - Telecom
  - Cable
  - Fiber
  - Ethernet
  - 4G/LTE Wireless

### Flexibility to Meet Your Needs

Terrestrial and wireless options:

- Ethernet – 10Mb, 100Mb, 1Gb, 10Gb
- Cable/DOCSIS
- Fiber to the Internet (FTTI)
- TDM (T1 & NxT1)
- DSL
- 4G LTE Wireless

### Trusted Network Security

In-house security expertise with services to protect your brand.

- Premises Firewalls with SPI and IPS
- SIEM and Log Management
- IPsec VPN and Hybrid Networks
- Application Control
- Content Filtering
- PCI DSS Solutions

### Services

- Rapid activation intervals
- Multiple access options
- Flat rate and usage based options
- Full suite of managed security services
- 24 x 7 network monitoring management and technical support
- Industry-leading SLA's

### Benefits

- Improve customer experience
- Protect your brand
- Reduce costs



### Connect to Cytranet IP Services

Leverage our portfolio of IP services.

- Hosted Voice Services
- Secure WiFi & Analytics Services
- IPsec VPN and Hybrid Networks
- MPLS Networks
- Application Performance Optimization

### Engineered for Enterprises

Cytranet manages for peak bandwidth utilization, and when traffic exceeds pre-set thresholds, capacity is rapidly increased to avoid congestion.

Industry leading network reliability combined with robust national infrastructure ensures low latency and jitter for reliable voice and video applications.

### Comprehensive Set of Features & Options

- Managed Network Services
- Utilization monitoring via portal
- Professional Installation
- Public IP allocations to meet customer requirements
- Primary and secondary DNS registration/hosting
- Web and e-mail hosting services
- Border Gateway Protocol (BGP)
- Network Access Translation (NAT) to conserve scarce IPv4 addresses
- Network redundancy and diversity

# Mission-critical performance. Affordable and scalable.

### Run demanding applications

Create a foundation for dependable, lightning-fast performance. As your business evolves and new opportunities emerge, Ethernet can change with you—while providing exceptional protection and continuity across many different locations.

AT&T Switched Ethernet Service<sup>SM</sup> helps ensure the delivery of critical voice, data and video applications to offices around a metro area. Switched Ethernet uses fiber optic or copper technology to connect each office to AT&T's highly secure and reliable core Ethernet network.

### Intelligent network management

With AT&T, you gain a managed network that helps ensure peak

performance for your most vital and delay-sensitive applications. It prioritizes data traffic, allowing the right information to arrive at the right time, giving users a richer, more immersive experience.

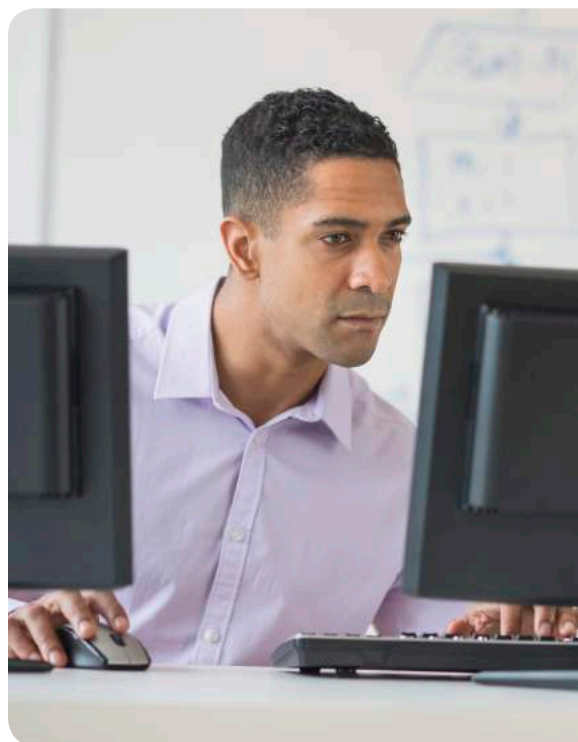
### Continuity on your terms

Speed, performance and security are backed by AT&T's stringent service level agreements, providing the stability and continuity your business demands.

### Taking you beyond the metro network

We have enhanced AT&T Switched Ethernet Service to connect your locations\* in the same state or in different states.

\*AT&T Switched Ethernet Service is available (where facilities permit) in the service areas of the AT&T local telephone companies in the following states: California, Nevada, Kansas, Oklahoma, Arkansas, Texas, Missouri, Wisconsin, Illinois, Indiana, Michigan, Ohio, Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee. Not all locations or configurations of AT&T Switched Ethernet Service ports can currently support the creation of interLATA EVCs, so this capability may not be available in all areas or for all ports.



### Potential benefits

- Simplified architecture enables multiple applications on a single network
- Cost-effective scalability delivers greater return on value
- Flexibility and high performance meets changing business needs
- High reliability helps ensure business continuity

### Features

- Supports 5 Mbps to 1 Gbps application performance for point-to-point, and up to 10 Gbps at any hub
- Expands business capabilities with point-to-point, point-to-multipoint or multipoint configurations
- Allows unique destinations and priority for each application or department through Virtual LAN connections
- Connects locations together as one virtual LAN and virtual private lines from remote locations to the corporate data center

For more information, contact us:  
Cytranet  
(251) 308-5000 • [sales@cytranet.com](mailto:sales@cytranet.com)



## CARRIER & NETWORK LIST

### CARRIERS

(FMT1 and FMT2)

AT&T

CenturyLink

Comcast Business

Level3

Electric Lightwave (Optic Access)

Paxio

XO Communications

Zayo (Above.net)

### INTERNET EXCHANGES

(FMT1 and FMT2)

SFMIX 12276

AMS-IX Bay Area 62981

### Fremont 1 (FMT1)

760 Mission Court

Fremont CA 94539

Company	ASN
Applios Inc	6565
Beijing Internet Institute	45275
CentralNic Ltd	60890
CentralNic Ltd	199330
Connections Hub Tech.	133194
EMnify GmbH	60044
Fire2Wire	11191
Hurricane Electric, LLC	6939
Intelishift Technologies	36685
Mother Lode Internet	20377
Netregistry Pty., Ltd.	24446
RackCorp	56038
Safe DNS, Inc.	57926
Tekify Broadband	46886
Vodafone US Inc	26641
Zinnia Networks, Inc.	11203

### Fremont 2 (FMT2)

48233 Warm Springs Blvd.

Fremont CA 94539

Company	ASN	Company	ASN
Altiora LLC	395026	Mimosa Networks	62786
Amernet	4965	NapaNet	8046
Arista Networks Inc	55064	NIC.br	11644
Best Rate Information Tech	62662	NoAccess / SONN	15096
BizFu	11893	OARC Inc (DNS-OARC)	64238
C&B Internet Services, LLC.	30217	Octeth, Inc.	393807
California Broadband Services	54648	Outofwall, Inc.	27418
Cat Networks Hong Kong Ltd.	393884	Parlor.fm	33036
Cluecentral	31064	Planisys Corp	52438
Coastside Net	19306	Raapid Technical Services LLC	30708
Conexim Australia Pty, Ltd.	132873	Rack Foundry Inc.	54197
Console Inc.	19330	Rayservers GmbH AG	262144
Coplogic, Inc.	54333	Red Shift Internet Services	7735
Cyberworld Data Center Co.	132412	Redraw Internet	31595
Eblulite	394648	San Mateo Regional Network	19355
EIS Group Inc (Exigen Ins. Sol.)	16830	Scale Genius Inc	203282
Etherweb Network	63450	Sipartech	8309
EZ Network Systems, Inc.	7412	SkyScape Networks	46600
Farsight Security, Inc	393667	Smarter Broadband Inc	46276
Fork Networking, LLC	46841	Softcom Internet Comm. Inc.	13427
Funke Internet Services	34764	Solid Tools Technology, Inc.	54288
Goruck, LLC.	26679	Soprado GmbH	20546
Heliacal Networks	33309	Tornado Computer Systems	22395
Heliacal Networks	198362	Trijit Corporation	11301
Heliacal Networks/McKay.com	50763	Trijit Corporation	59171
Hostrocket Com Inc.	62756	Trijit Corporation	59261
Hurricane Electric, LLC	6939	Trijit Corporation	134267
HyperDSL, Inc.	53409	Turtle Systems, LLC.	6379
Invite Networks Inc	16783	USWired	46278
IT7 Networks, Inc.	25820	Velocity Inc	62728
IX Reach - IIX	43531	Vista Broadband Networks, Inc.	22667
King Servers	14576	Vodafone US Inc	26641
Linode	63949	Volt Broadband	62809
LTY Connect	394144	Vom.com	54968
MHO Networks	14755	WillitsOnline.com	11472
		ZScaler	53813

**Dedicated Fiber Internet Service Level Agreement**  
**Excludes hybrid-fiber such as DSL or Coaxial connections**

**SERVICE LEVEL AGREEMENTS (“SLA”).** This sets forth the SLAs applicable to the Service and the service credits available to Customer (“Service Credit”). The monthly measured SLA attributes are effective as of the first day of the second month after initial installation of a Service.

**COMPONENTS INCLUDED**

All relevant components of the Cytranet / Underlying Carrier IP Network (e.g., POPs, routers and circuits) are subject to this SLA, and components of other Internet backbone providers (“Off Net”) are subject only to the Latency SLA as described herein. Local access/connection facilities (i.e., the local loop or tail circuits) (“Local Access”) used to access the Cytranet / Underlying Carrier IP Network or partner networks and any Customer equipment are not included as components of the Cytranet / Underlying Carrier IP Network for purposes of this SLA; provided, however, solely for purposes of the “Network Availability SLA,” the components of the Cytranet / Underlying Carrier IP Network shall include any Local Access provided by Cytranet / Underlying Carrier, but shall specifically exclude any Local Access furnished or ordered directly by Customer from a third party.

“Intra U.S.” refers to the Cytranet / Underlying Carrier’s IP Network. The “Intra U.S. - Off Net” Latency SLA refers to the latency between the Cytranet / Underlying Carrier IP Network and Off Net providers.

**NETWORK PORT AVAILABILITY**

Network Port Availability measures “Network Downtime” versus “Network Uptime.” Network Downtime is based on periods when a particular Intra U.S. DIA port of Customer is unable to transmit and receive data, and Network Uptime includes all other periods. Network Downtime is recorded in the Cytranet / Underlying Carrier’s IP Network trouble ticket system, and is measured from the time Customer opens a trouble ticket in the Cytranet / Underlying Carrier’s trouble management system to the time the Intra U.S. Affected Service is again able to transmit and receive data according to Cytranet / Underlying Carrier’s records. “Affected Service” refers to the DIA port that fails to meet the relevant SLA.

APPLICABLE COMPONENTS	GOAL	AVAILABILITY / REMEDY
Intra U.S.	100%	Each cumulative hour of Network Downtime qualifies Customer for credit equal to [1/720 x Customer Recurring Monthly Charges for applicable service(s)].

**LATENCY**

The average network delay (“Latency”) will be measured via roundtrip pings on an ongoing basis every five minutes to determine an average monthly performance level for Latency at the relevant POPs.

Latency =  $\Sigma$  (Roundtrip Delay for relevant POP-POP trunks)/(Total Number of relevant POP-POP trunks)

APPLICABLE COMPONENTS	GOAL	LATENCY / REMEDY <sup>1,2</sup>	LATENCY / REMEDY	LATENCY / REMEDY
Intra U.S.	50 ms	51 – 60 ms = 10% of MRC	61 – 80 ms = 25% of MRC	Greater than 80 ms = 50% of MRC
Intra U.S. - Off Net	95 ms	96 – 105 ms = 10% of MRC	106 – 115 ms = 25% of MRC	Greater than 115 ms = 50% of MRC

**PACKET DELIVERY**

Packet Delivery will be measured on an ongoing basis every five minutes to determine an average monthly performance level for packets delivered between the relevant Intra U.S. POPs

APPLICABLE COMPONENTS	GOAL	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY
Intra U.S.	99.50 %	99.01% - 99.49% = 10% of MRC	90.00% - 99.00% = 25% of MRC	less than 90.00% = 50% of MRC

**JITTER**

Jitter measures the Intra U.S. interpacket delay variance and packet loss in the Cytranet / Underlying Carrier IP Network, and is measured on an ongoing basis every five minutes by generating synthetic user datagram protocol (UDP) traffic.

APPLICABLE COMPONENTS	GOAL	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY	PACKET DELIVERY / REMEDY
Intra U.S.	2 ms	2.1 – 3 ms = 10% of MRC	3.1 – 4 ms = 25% of MRC	Greater than 4 ms = 50% of MRC

<sup>1</sup> The term “ms” means milliseconds.

<sup>2</sup> All MRCs in the SLA tables refer to the MRC of the Affected Service

## DISTRIBUTED DENIAL OF SERVICE

A "Distributed Denial of Service" attack ("D/DoS") is characterized by an explicit attempt by attackers to prevent legitimate users of a service from using that service. Examples include attempts to (a) "flood" a network, thereby preventing legitimate network traffic; (b) disrupt connections between two machines, thereby preventing access to a service; and (c) disrupt service to a specific system or person. Not all service outages, even those that result from malicious activity, are necessarily D/DoS. Other types of attack may include a D/DoS as a mere component and may not be included in this SLA.

APPLICABLE COMPONENTS	GOAL	REMEDY
Intra U.S.	15 minutes from moment described in next column	Cytranet / Underlying Carrier's failure to implement a null route on an affected destination IP address within the Goal after Cytranet / Underlying Carrier concludes that a D/DoS is occurring, and has received permission and all necessary information from Customer to implement a null route, will qualify Customer for 1 days charges pro-rated from the applicable MRC of the Affected Port, at a maximum of one such credit per day.

**INSTALLATION GOAL.** For Service in the Intra U.S., Cytranet / Underlying Carrier's goal is to install related Local Access ordered under a different Cytranet / Underlying Carrier Exhibit by Customer within the following timeframes: DS-1 = 30 calendar days, DS-3 = 45 calendar days, OCn = 75 calendar days.

## REMEDIES

**General.** Service Credit requests must be made within fifteen (15) calendar days from the date the outage occurs or date where goals for latency, packet delivery, or jitter are not met, to Cytranet at: Billing Department, accounting@cytranet.com, and must be accompanied by a Cytranet trouble ticket issued by the Cytranet Network Operations Center (NOC). A Service Credit shall be applied only to the month in which the event giving rise to the Service Credit occurred. The maximum Service Credits issued in any one calendar month shall not exceed: (a) seven days' charges pro-rated from the MRC of the Affected Service with respect to Network Port Availability, and D/DoS, collectively; or (b) fifty percent (50%) of the MRCs of the Affected Service with respect to the other SLAs. Notwithstanding anything in this Exhibit I to the contrary, under no circumstances shall the total Service Credit, in the aggregate for all Service Credits issued in one month, exceed the equivalent of fifty percent (50%) of the MRCs for the Affected Service.

**Exceptions.** Service Credits shall not be issued where the Service is not met as a result of: (a) the acts or omissions of Customer, its employees, contractors or agents, or End Users; (b) the failure or malfunction of equipment, applications or systems not owned or controlled by Cytranet / Underlying Carrier; (c) Force Majeure Events; (d) scheduled service maintenance, alteration, or implementation; or (e) the unavailability of required Customer personnel, including as a result of failure to provide Cytranet / Underlying Carrier with accurate and current contact information.

## MAINTENANCE

**Normal Maintenance.** Cytranet / Underlying Carrier will endeavor to perform Normal Maintenance (or nonemergency maintenance) on the Cytranet / Underlying Carrier IP Network during pre-established maintenance hours (windows). "Normal Maintenance" refers to: (a) upgrades of hardware or software; (b) upgrades to increase capacity; or (c) other pre-scheduled network activity that may degrade the quality of the Service or cause Service interruptions. Cytranet / Underlying Carrier will use reasonable efforts to perform all Normal Maintenance on Sundays, Tuesdays and/or Thursdays between the hours of 12:00 midnight and 6:00 AM Local Time. For purposes of this SLA, "Local Time" refers to the time of day in the time zone in which an affected Service is located; provided, however, that if affected Services are located in multiple time zones, Local Time shall refer to Eastern Time. Cytranet / Underlying Carrier may change the maintenance window times upon posting to Cytranet / Underlying Carrier's website or other notice to Customer.

**Urgent Maintenance.** "Urgent Maintenance" refers to efforts to correct Cytranet / Underlying Carrier IP Network conditions, requiring immediate attention. Urgent Maintenance, while being conducted, may degrade the quality of Services and may result in total disruption of Service. Cytranet / Underlying Carrier may undertake Urgent Maintenance at any time that it deems necessary in its sole discretion. Cytranet / Underlying Carrier shall provide Customer notice of Urgent Maintenance as soon as is reasonably practicable under the circumstances.

## MTTR

**MTTR.** Cytranet / Underlying Carrier's mean time to repair objectives are (i) 4 hours for SONET equipment; (ii) 12 hours for fiber optic cable (per Bellcore Standard). Cytranet / Underlying Carrier's cable cut rate objective is 4.39 cable cuts /year/1,000 sheath miles (per Bellcore Standard).





bandwidth

verizon



## Tier-1 Carrier Interconnections





## **HOSTED VOICE FEATURE LIST**

- |  |  |
|--|--|
| <ul style="list-style-type: none"><li>✓ <b>"0" Out Queue Option</b> - Enables callers to exit a queue by pressing "0", and be redirected to an operator, voicemail box or other specified phone number.</li><li>✓ <b>Additional Voice Mailboxes</b> - This independent voicemail package with a dedicated phone number can be used by one or many employees to check and receive voicemail messages in the office or on the road. The same mailbox also supports Fax messages for no additional charge.</li><li>✓ <b>Advanced Call Forwarding</b> - Define your own call forwarding rules. You can forward all of your calls to another destination, or just forward calls when your line's busy, or when you don't answer. Or, you can define criteria for certain incoming calls to be redirected to specified destinations.</li><li>✓ <b>Alternate Numbers</b> - Use any number of alternate phone numbers in addition to your main phone number. Assign one of four distinctive ring patterns for each alternate number.</li><li>✓ <b>Anonymous Call Rejection</b> - Reject calls from anonymous parties. The user's phone does not ring and there is no indication of the attempted call. Callers are notified that the called party is not accepting calls from restricted callers.</li><li>✓ <b>Anywhere Calling</b> - Get one-number calling from any device. Your calls appear to originate from your VoIP number and all of your calls are routed through your Hosted Voice service. Make a call from any phone and it will route through your phone system, using your company's caller ID.</li><li>✓ <b>Audio Conferencing</b> - Host audio conferences using a dedicated phone number for on-demand audio conferencing 24 hours a day, 7 days a week. No meeting IDs or PIN numbers, just instant conference calling by dialing a dedicated phone number.</li></ul> | <ul style="list-style-type: none"><li>✓ <b>Auto Attendant/Enhanced Auto Attendant</b> - Automated receptionist that provides a personalized message to callers with options for connecting to the operator, dialing by name or extensions, or connecting up to six configurable extensions. Additionally, Auto Attendant may be configured to provide separate business and after-hours greetings. Enhanced Auto Attendant provides all the features of Auto Attendant, and the ability to transfer to submenus.</li><li>✓ <b>Busy Lamp Field</b> - Plays the role of an attendant console on the phone of a user monitoring several lines on their phone. Typical application is for a receptionist that can see who is on the phone.</li><li>✓ <b>Call Analytics</b> - Maximize your efficiency by viewing your macro and micro phone-traffic patterns. These include data such as "mean/min/max" reports and time-of-day reports for all extensions and numbers, geography-based heat maps, and downloadable CDRs. Filters can be applied that sort data by call count, time of day, call duration, caller geography, call routing information, and more.</li><li>✓ <b>Call Center</b> - A complete, feature-rich Call Center Solution that offers automated, intelligent call distribution. It's ideal wherever you need to manage heavy call volume including sales, customer support, and IT support.</li><li>✓ <b>Call History</b> - Call history can be accessed directly on the desktop handset or via the Reports tab in the web interface. Each handset include a call history of calls made, received, and missed. The portal contains call logs indicating what calls were made, how long they lasted, and which extensions were used. Users can also view outbound vs. inbound reports, toll-free and long distance usage, and location of incoming calls based on country and state. Additionally, users can search by extension, phone number, specific calls,</li></ul> |
|--|--|



specific agents, etc. Call reports are customizable and include graphs and visual guides to make information readable at a glance.

- ✓ **Call Hold** - Place a caller on hold while you transfer them or you take some time to look up an answer to a question. Callers listen to your specified hold music until you engage them again by picking up the receiver.
- ✓ **Call Logs & Call Detail Records** - Displays records of the user's most recent incoming, missed, and outgoing calls and allows the user to click-to-dial any number on the logs.
- ✓ **Call Monitoring** - Monitor a current call on any extension or line without call interruption or intervention.
- ✓ **Call Park** - Hold a call and retrieve it from another phone within a group.
- ✓ **Call Pick Up** - Enables a defined user to answer any ringing line within their pick-up group.
- ✓ **Call Recording** - Record all inbound and outbound calls for one or more employees. The call recording feature improves call center management, customer service and training, while also helping businesses meet compliance regulations and reduce potential liabilities.  
\*Extra fee required
- ✓ **Call Return** - Call the last party that called you.
- ✓ **Call Transfer** - Transfer a call to a specific destination. The transfer can be blind, with third-party consultation or with three-way consultation. This allows you to get your customer where they need to go without forcing them back to a main menu. You can also transfer outside of your company or to any external number.
- ✓ **Call Waiting** - Answer a call while already engaged in another call.
- ✓ **Calling Line ID/Blocking** - Outgoing number and name can be revealed or blocked by the user.
- ✓ **Consultation Hold** - Put a caller on hold, call a third party, hang up, and resume the conversation with the caller.
- ✓ **Custom Hold Music** - Upload any WAV or MP3 file to become hold music.

- ✓ **Direct Inward Dialing** - Allows users to receive calls straight to their phone from local, national, or international numbers.
- ✓ **Directed Call Pick-up with Barge-In** - Answer (with permission) or barge-in on a call directed to another phone in the user's group. Useful for call centers.
- ✓ **Do Not Disturb** - Set status to unavailable; all incoming calls are treated as if the user is busy.
- ✓ **E911 service** - Local emergency operator assistance.
- ✓ **Extension Dialing** - Call co-workers within the company, regardless of location, using only a 2- to 6-digit extension.
- ✓ **Fax Messaging** - Incoming Fax messages use the employee number and are filed alongside voicemail. Fax messages are sent by email.
- ✓ **Find Me/Follow Me** - A combination of Simultaneous and Sequential Ring, it allows users to define how incoming calls are routed or forwarded to individuals or groups of inbound callers, ensuring that you receive important calls whether you're at your desk, on the road, or anywhere else.
- ✓ **Forwarding/Virtual Numbers** - Use as a basic dedicated forwarding service or as a market expansion line so that your business can enjoy a local appearance anywhere in the country.
- ✓ **Growth Reserved Numbers** - Prepare for growth by setting aside local numbers for new employees or hunt groups.
- ✓ **Hunt Groups** - Automatically distribute incoming calls to two or more extensions. Extensions may be dialed simultaneously or sequentially, and include options for simultaneous ringing and weighted distribution.
- ✓ **Individual Call Logs** - View thorough data including dates, times, duration, users, extensions dialed, and the final action of both incoming and outgoing calls from every extension.
- ✓ **Instant Group Call** - Instantly set up a conference bridge for up to 20 telephone numbers. Especially useful for an emergency or for recurring team meetings.
- ✓ **Intercom** - You can reach any colleague in any office and announce calls, visitors, and deliver quick live voice messages from your desk

phone. When intercom is enabled, the line will allow incoming intercom messages from other lines on your PBX. The intercom feature will trigger the receiving phone to automatically answer and put your voice on speakerphone unless the receiving phone is set to "Do Not Disturb."

- ✓ **Line Status Monitoring** - Enables a user—for example, a receptionist—to monitor a set of users within a business group by graphically displaying each user's status (busy, idle, do not disturb) and detailed call information. Part of Receptionist Seat.
- ✓ **Management Portal** - Administrators have control of all users across all office locations. No need to tie up your IT department or keep telephony specialists on staff. Administrators can chat with support; manage support tickets; port phone numbers from your previous provider; order new services and phones; access calling records; and pay your bill.
- ✓ **Message Call Back** - Respond to voice messages and faxes by calling the caller/sender directly from the system, removing the inconvenience of searching for and dialing numbers.
- ✓ **Message Waiting Indicator** - A stutter tone and a visual indicator signal the receipt of a new voicemail message or fax. Appears as a light on your phone indicating that you have a new voicemail message. You can continue to use these indicators, or opt to bypass them and only manage voicemail through your email inbox. It's up to you.
- ✓ **Missed Call Indicator** - Alerts you with a blinking green light whenever you miss an incoming call. This feature is independent of the voicemail-to-email feature.
- ✓ **Paging** - Allows users to quickly reach another colleague by communicating over the two-way speakerphone without waiting for a ring. Paging is particularly useful for brief, urgent messaging or for broadcasting announcements to several colleagues (or a department) at once.
- ✓ **Robocall Blocker** - Stop automated and illegal calls.
- ✓ **Secure Voice** - Customer has the option to deploy voice devices with SRTP and SIP to provide encryption for voice traffic.
- ✓ **Selective Call Acceptance** - Accept only calls that meet user configurable criteria based on

time of day, calling number, etc.

- ✓ **Selective Call Rejection** - Block calls that meet user configurable criteria based on time of day, calling number, etc.
- ✓ **Sequential Ring** - Avoid missed calls by having many phone numbers ring in a specified sequence when incoming calls meet specific criteria.
- ✓ **Shared Call Appearance** - Allows users to configure a second device for making and receiving calls with their account when they are away from their desks.
- ✓ **Simultaneous Ring** - Handle incoming calls more efficiently. Incoming calls ring up to ten phone numbers or extensions at the same time.
- ✓ **Teleworker Solution** - Enables a remote location to use an IP phone without the aid of a dedicated voice gateway.
- ✓ **Toll-Free Numbers** - Make it even easier for customers to contact you. Set incoming calls to ring to your auto-attendant, hunt group, call center, or any other extension you feel would benefit your business and your customers.
- ✓ **Vanity Telephone Numbers** - Gain mindshare with your customers with an easy to remember number like 1-800-FLOWERS.
- ✓ **Visual Voicemail** - View, play and read your voicemail and fax messages directly in your inbox. Combines Voicemail to Email which allows you to receive voicemails and faxes as email attachments and Voicemail Transcription which sends your voicemails transcribed as emails to your inbox. Faxes are included as PDF attachments.
- ✓ **Voice Messaging** - Customize personal greetings. Users can listen to, forward, delete, and save each received voice message. During playback, users can fast forward, skip, rewind, or pause messages.
- ✓ **Whisper** - One of three call monitoring modes available (see Call Monitoring, Spy Mode or Barge Mode). In this mode, a supervisor listening in on a call between a customer and an agent can speak to the agent live on the call without the customer being able to hear. This is helpful for training situations with new agents. Admins can set up permissions to decide who can monitor, giving department heads local permissions.

# Service Timeline

Know what to expect before installation. You'll be kept aware of every step of the process. If there are any bumps in the road, your account manager and our service delivery team will work to make sure that the project stays on schedule. Feel free to reach out to your account manager with any questions, or if timeline dates need changing.

Doug Roberts  
President, Cytranet



We have your order in hand, and it is now time to fire up your project. During this stage, your account manager will introduce you to your service delivery project manager, who will track all phases of your project and will provide updates along the way.

Our site coordinator has met you on site and determined what will be required to deliver your connection. The site coordinator will be your point of contact should you have questions/concerns about the proposed design.

In addition to various permits that may be required to connect you to our network, we have assembled this document for your review and approval.

Our fiber deployment teams are now activated, and we will be coordinating the fiber installation on premise(s) and in the public right-of-way. For voice orders, we will submit port requests to other carriers.

Our technical teams will be connecting fiber optic cables and installing equipment at the premise(s). This effort will be closely coordinated to minimize impact to your daily operations.

We will now be testing your connection and fulfilling the order. Your service delivery project manager will close out the order and ensure that you are 100% satisfied.

## CUSTOMER INFORMATION

SAMPLE

## TELCO REQUIREMENTS

REQ.	EXIST	CUST	UF	N/A
CONDUIT	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BACKBOARD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
RACK	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DEDICATED POWER	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
GROUND	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## POINT OF CONTACT

SAMPLE



## Fiber Build Process Flow

- **Order Processing-** All project specifications are entered in our project data base. Each department assign role and responsibilities, project tracking begins at the department level.
- **Service Delivery Initial Assessment and Assignment-** Project Manager is assigned. General scope of work is reviewed with department heads.
- **Engineering-** During the Engineering stage, Engineers will determine the best (in terms of distance, economics, and strategic goals) route from the closest point of fiber backbone to the site. It will also determine if aerial, underground or a combination thereof is best. After the path has been chosen and all requirements determined, a rough sketch will go to our Computer Aided Drafting (CAD) department.
  - **Inside Plant (ISP) Site Walk** - Private property is surveyed by a Site Acquisition Coordinator. ISP's Site Walk will require access on the private property and building. Cytranet will coordinate with the Access Contact to schedule the Site Walk.
  - **Outside Plant (OSP) Right of Way Survey** - An OSP Engineer will walk the route to determine the most appropriate path from the meet point in the right of way to our existing network. Once the route is engineered, plans are sent to CAD for drafting of final plans before being submitted to the required Permitting Agencies.
- **Computer Aided Drafting (CAD)-** During this stage, plans and drawings are designed for our Construction Managers, crews and for permitting/Green Light Package submittal.
- **Permitting Stage (OSP Only)-** Request(s) for approval are sent to the appropriate permitting agencies for construction in the right of way. The timeframe it takes depends on each individual entity. Some entities are also required to do "make ready work" to prepare for Cytranet - which adds additional time to the permitting process. Third parties are involved and have their own schedule for completing prep work. Once all prep work, if required, has completed, and/or all permits are approved and received by Cytranet, the order will then move to the Construction stage and will be placed on the construction schedule.
  - Standard interval: Depends on the permitting agencies involved. Typically, between 45-120 days. The Service Delivery Project Manager will be able to provide a more specific timeframe once the specific permitting agencies are determined.
- **Green Light Package (GLP/ISP Only)-** The contents of this package represent the fiber installation proposal for the customer premise. The GLP must be returned with the property owner/manager's signature before Cytranet can begin any construction work.
  - Standard interval: ISP will send the GLP to the Order Contact as soon as the order moves out of CAD. This interval is dependent on Cytranet receiving a signed GLP from the property owner/manager.
- **Ready to Construct stage (RTC)-** When the GLP and all permits have been approved and received, the project moves to an RTC stage where it will be added to the construction schedule.
- **Physical Construction-** After the project has been placed on the construction schedule, locates are called in and all utilities marked by the appropriate entities (48 hours is the minimum wait time). This is for the purposes of Cytranet knowing where other utilities (water, gas, sewer, etc.) are to be sure they are not damaged during boring or trenching. Once locates are complete, Cytranet will start construction and will then perform all the necessary boring, trenching, conduit installation, and/or hanging of fiber along the pole line, hand holes/man holes set, fiber pull through conduit to hand hole/man hole and restoration of property to previous condition or better (if boring or trench work was needed).



- **Ready to Splice (RTS) stage-** Once all construction is complete, the splicing group within ISP will place the project on their splicing schedule. After fibers have been spliced into the Cytranet network, the project will be passed off to our Network Engineering team.
- **Pending Network Engineering-** During this stage, our Network Engineering department will perform circuit writing and testing. Once this is complete, your Service Delivery Project Manager will send an FOC email notification stating the anticipated date for install and circuit activation. The order will then move to our Operations and Circuit Management departments for equipment install and onsite testing.
  - Typically, FOC is set for 7 business days from the “Engineering Complete” date.
- **Pending Operations-** An install tech will complete the final equipment install and circuit testing at the customer premise. Your Service Delivery Project Manager will then send you a Circuit Completion email notification stating that the circuit is ready for use.

# United States of America

United States Patent and Trademark Office

## Cytranet

**Reg. No. 5,191,036**

**Registered Apr. 25, 2017**

**Int. Cl.: 38**

**Service Mark**

**Principal Register**

Accelerated Technology Services Group, LLC (ALABAMA LIMITED LIABILITY COMPANY)

PO Box 81631

Mobile, AL 36689

CLASS 38: Internet telephony services; Telecommunications services, namely, wireless telephony and wireless broadband communications services for the transmission of voice and data

FIRST USE 6-22-2014; IN COMMERCE 6-22-2014

THE MARK CONSISTS OF STANDARD CHARACTERS WITHOUT CLAIM TO ANY PARTICULAR FONT STYLE, SIZE OR COLOR

SER. NO. 87-181,358, FILED 09-23-2016

SIDDHARTH JAGANNATHAN, EXAMINING ATTORNEY



*Michelle K. Lee*

Director of the United States  
Patent and Trademark Office



Company ID Number: 468942

Client Company ID Number: 886994

If you have any questions, contact E-Verify at 1-888-464-4218.

Approved by:

<b>Employer</b> ATSG LLC	
Name (Please Type or Print) <i>Dou Roberts</i>	Title <i>President</i>
Signature <i>[Signature]</i>	Date <i>6-17-15</i>
<b>E-Verify Employer Agent</b> Alabama State Law Enforcement Agency	
Name (Please Type or Print) Donyelle Marshall	Title
Signature Electronically Signed	Date 06/17/2015
<b>Department of Homeland Security – Verification Division</b>	
Name (Please Type or Print)	Title
Signature	Date



# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

08/29/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Hiscox Inc. 520 Madison Avenue 32nd Floor New York, NY 10022		<b>CONTACT NAME:</b> <b>PHONE</b> (A/C, No, Ext): (888) 202-3007 <b>FAX</b> (A/C, No): <b>E-MAIL</b> ADDRESS: contact@hiscox.com	
<b>INSURED</b> Accelerated Technology Services Group, LLC DBA Cytranet 1400 Montlimar Dr Suite A Mobile AL 36609		<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> Hiscox Insurance Company Inc <b>INSURER B:</b> <b>INSURER C:</b> <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>	
		<b>NAIC #</b> 10200	

**COVERAGES****CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC <input type="checkbox"/> OTHER:			UDC-1644014-CGL-18	10/13/2018	10/13/2019	EACH OCCURRENCE \$ 1,000,000
			DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 100,000				
			MED EXP (Any one person) \$ 5,000				
			PERSONAL & ADV INJURY \$ 1,000,000				
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						GENERAL AGGREGATE \$ 2,000,000
	<b>UMBRELLA LIAB</b> <b>EXCESS LIAB</b> <input type="checkbox"/> DED <input type="checkbox"/> RETENTION \$						PRODUCTS - COMPROP AGG \$ S/T Gen. Agg.
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						COMBINED SINGLE LIMIT (Ea accident) \$
							BODILY INJURY (Per person) \$
							BODILY INJURY (Per accident) \$
							PROPERTY DAMAGE (Per accident) \$
							\$
							EACH OCCURRENCE \$
							AGGREGATE \$
							\$
							PER STATUTE OTH-ER
							E.L. EACH ACCIDENT \$
							E.L. DISEASE - EA EMPLOYEE \$
							E.L. DISEASE - POLICY LIMIT \$

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE





# CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)  
10/10/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

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<b>PRODUCER</b>   Insureon (BIN Insurance Holdings LLC.) 30 N. LaSalle, 25th Floor, Chicago, IL 60602	<b>CONTACT</b> NAME: PHONE (A/C, No. Ext): (800) 688-1984      FAX (A/C, No): 877-826-9067 E-MAIL: ADDRESS: <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th style="width: 80%;">INSURER(S) AFFORDING COVERAGE</th> <th style="width: 20%;">NAIC #</th> </tr> <tr> <td>INSURER A: ACE American Insurance Company</td> <td>22667</td> </tr> <tr> <td>INSURER B:</td> <td></td> </tr> <tr> <td>INSURER C:</td> <td></td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </table>	INSURER(S) AFFORDING COVERAGE	NAIC #	INSURER A: ACE American Insurance Company	22667	INSURER B:		INSURER C:		INSURER D:		INSURER E:		INSURER F:	
INSURER(S) AFFORDING COVERAGE	NAIC #														
INSURER A: ACE American Insurance Company	22667														
INSURER B:															
INSURER C:															
INSURER D:															
INSURER E:															
INSURER F:															
<b>INSURED</b>  Accelerated Technology Services Group LLC 1400A Montimar Dr, Mobile, AL, 36609															

**COVERAGES****CERTIFICATE NUMBER:****REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDITIONAL INSURED	SUBROGATION WAIVED	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR  GEN'L AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COM/OP AGG \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> OCCUR <b>EXCESS LIAB</b> <input type="checkbox"/> CLAIMS-MADE DED    RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						PER STATUTE    OTH-ER E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
A	Professional Liability (Errors and Omissions)			G45731633 001	10/8/2018	10/8/2019	Occurrence/Aggregate \$1,000,000 / \$1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**CERTIFICATE HOLDER****CANCELLATION**

[Empty space for Certificate Holder signature]	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.  AUTHORIZED REPRESENTATIVE 
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# CERTIFICATE OF LIABILITY INSURANCE

 DATE (MM/DD/YYYY)  
10/2/2018

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b>  insureon Insureon (BIN Insurance Holdings LLC.) 30 N. LaSalle, 25th Floor, Chicago, IL 60602	<b>CONTACT NAME:</b> PHONE (A/C, No. Ext): (800) 688-1984 FAX (A/C, No): 877-826-9067 E-MAIL ADDRESS:	
	<b>INSURER(S) AFFORDING COVERAGE</b> INSURER A: Travelers INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:	
<b>INSURED</b>  Accelerated Technology Services Group LLC dba Cytranet 1400 Montlamar Dr, A, Mobile, AL, 36609		NAIC # 25674

## COVERAGES

## CERTIFICATE NUMBER:

## REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WYO	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
	<b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:						EACH OCCURRENCE \$ DAMAGE TO RENTED PREMISES (Ea occurrence) \$ MED EXP (Any one person) \$ PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ PRODUCTS - COMP/OP AGG \$ \$
	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident) \$ BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
	<b>UMBRELLA LIAB</b> <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$						EACH OCCURRENCE \$ AGGREGATE \$ \$
A	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N No	N/A	003L806107	10/2/2018	10/2/2019	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 100,000 E.L. DISEASE - EA EMPLOYEE \$ 100,000 E.L. DISEASE - POLICY LIMIT \$ 500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

## CERTIFICATE HOLDER

## CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

# CITY OF MOBILE

## BUSINESS LICENSE

Mobile, Alabama

POST IN A CONSPICUOUS PLACE LICENSE IS NOT TRANSFERABLE

Issued to:

CYTRANET T5  
1400 MONTLIMAR DRIVE  
SUITE A  
MOBILE, AL 36609

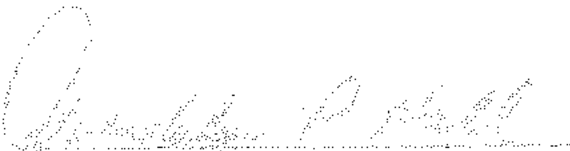
2018

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05/09/2018

12/31/2018

561110 MANAGEMENT/CONSULTING/P R SVC



Mayor of the City of Mobile, Alabama

City of Mobile, Alabama

006396



1080

CYTRANET T5  
1400 MONTLIMAR DR STE A  
MOBILE AL 36609-6513



**SAM Search Results**  
**List of records matching your search for :**

**Record Status: Active**  
**DUNS Number: 080549622**  
**Functional Area: Entity Management, Performance Information**

<b>ENTITY</b>	Accelerated Technology Services Group LLC	Status: Active
DUNS: 080549622	+4:	CAGE Code: 86GH8 DoDAAC:
Expiration Date: Sep 26, 2019	Has Active Exclusion?: No	Debt Subject to Offset?: No
Address: 1400 MONTLIMAR DR # A		
City: MOBILE	State/Province: ALABAMA	
ZIP Code: 36609-6513	Country: UNITED STATES	



# SERVICE LEVEL AGREEMENTS

## IP

This SIP Service Level Agreement (“SLA”) is incorporated into the Quote executed by Cytranet and Customer for SIP Services and sets forth the specific terms and conditions under which Cytranet shall supply the SIP Services described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

## Terminology

These are service specific definitions. Common definitions are already defined in our Master Service Level Agreement.

- Circuit refers to a path or physical link between two points over which data is passed.
- Customer Network refers to the entire network Customer makes available to Remote Users as part of this Service. Customer Network may include many different physical locations and/or physical pieces of Equipment.
- Customer Premise/Service Address refers to the physical address (as stated in the Purchase Agreement) where the Cytranet has been requested to provide services.
- Customer Premise Equipment refers to Equipment that Cytranet has deployed at Customer Premise to enable a service.

## Service Description

### General

Cytranet will provide SIP service in conjunction with ported or new DID service as well as Toll Free Service. Each SIP Trunk equals one call path. Local Calling areas for SIP service will follow the out pulsed DID number and match the LEC local calling area. Service will be delivered in the form of a dedicated Cytranet Connectivity circuit(s) engineered by Cytranet, which will be dependent upon location, bandwidth and/or Services requested. Service will typically be delivered to Customer over a Connectivity circuit utilizing a Cytranet Managed Router.

The following features are included in the SIP Service:

- **Monitoring** – Cytranet performs monitoring of Service availability as a whole. If service is unavailable, Cytranet support personnel are notified immediately and will begin efforts to restore service.
- **Direct Inward Dial or DID** – An individual Direct Inward Dial phone number may be provided by Cytranet. Cytranet may either provide a new DID, or if the customer has existing local phone numbers, Cytranet will port those numbers onto the Voice platform. Cytranet cannot guarantee ability to port existing numbers. Cytranet does not allow a customer to out pulse a non-Cytranet assigned DID.

- **Directory Listing** – Cytranet will procure a listing in local phone company directories. Directory Listing may not be available for all DIDs. Customer must purchase Directory Listing through Cytranet on ported numbers; failure to do so will result in customer directory listing being cancelled (via previous provider) in printed white pages, 411 directories and online directory listing services.
- **Calling Service (Inbound/Outbound)** – Cytranet will provide access to calling plans as contracted by Customer.
  - Local – Service includes local calling area calls. NOTE: Cytranet is not authorized by the FCC to use this service as a toll by pass mechanism.
  - Domestic Outbound Long Distance – Rate stated on the Service Quote Agreement; billed in 6-second increments; no rounding on a per-call basis.
  - Domestic 800 Service – Domestic 800 services will be billed monthly at usage rates described in the Services Quote Agreement.
  - International Long Distance – International Long Distance is available based on current rate tables.
  - Directory Assistance – Directory assistance is available based on current rate tables.
  - Operator Assistance – Operator assisted calls are available based on current rate tables.
- **911 Service** – 911 Service is delivered to a Customer location via VOIP 911 Service. Customer acknowledges that it is the irresponsibility to inform any party using or any party that might use the Service of the difference between traditional 911 and this service.

Cytranet will not be responsible if 911 Service is unavailable due to the Cytranet provided equipment being tampered with or losing power.

Customer bears full responsibility for testing 911 Service after Service installation and periodically throughout the duration of Service and to notify Cytranet if any issues are noted with 911 Service.

Customer agrees to cooperatively test 911Service and share the results of such testing at the request of Cytranet.

If Cytranet requests testing of 911 Service and does not receive confirmation within one (1) business week that such testing has been performed, then Cytranet reserves the right to dispatch a technician to perform testing of 911 Services and Customer agrees to be liable for the cost of such testing.

Cytranet reserves the right to disable Service if Customer does not cooperate with 911 testing. Service so disabled shall not qualify for SLA credit nor relieve Customer of contractual obligations of Service.

Cytranet will register all phone numbers at the street address provided based on the Service address for each phone number.

Customer agrees not to hold Cytranet liable for the result of incorrect 911 geographic location information, including but not limited to lack of emergency response, incorrect location information causing first responders to be delayed, or any other issue with 911 emergency response.

Certain features may not be compatible with 911Service.

Cytranet reserves the right to refuse provisioning or modification of features or service if such provisioning or modification adversely affects 911 Service.

Cytranet will provide either basic 911 or E911 Service for each DID based on the serving rate center specification for that DID as specified by the North American Numbering Plan Association (NANPA).

With E911 Service, when you dial 911, the telephone number and registered address is simultaneously sent to the local emergency center assigned to that location, and emergency operators have access to the information they need to send help and call back if necessary. Customers in locations where the emergency center is not equipped to receive the telephone number and address have basic 911.

With basic 911, the local emergency operator answering the call will not have the call back number or location. Cytranet will not provide this service to areas where basic 911 or E911 Services are not available.

Additionally, Cytranet will not be held responsible for any inability for E911 Service operators to properly locate Customer due to changes to the calling line ID phone number in the Cytranet Voice Management Portal.

Cytranet will deliver a 911 call to the emergency center based on the address of record for the calling DID as recorded in the Cytranet voice management portal. The call will be delivered as basic 911 or E911 based on whether the emergency center is able to receive the enhanced information from a Voice over IP system.

As additional local emergency centers become capable of receiving enhanced information, Cytranet will automatically upgrade Customer with basic 911 to E911 Service. Cytranet will not provide notice of the upgrade.

Cytranet 911 and E911 Services are not compatible with a Customer moving their phone to a location other than the service address of record where the phone was originally installed or changing their phone number.

For locations with E911 Service, the failure of Geo-coding or address validation, will not allow Cytranet to process the error records in real time and Cytranet will use commercially reasonable efforts to resolve the records in error. There may be instances that will prevent a data integrity unit analyst from correcting errors, causing delays in provisioning the Customer's data into the 911 systems.

The service is predicated on using primary wire line Public Safety Answering Point (PSAP) boundaries for routing Emergency Calls to the appropriate PSAP. The primary wire-line boundary information is collected and is entered into a database for real time queries for PSAP boundary lookup. Customer acknowledges that primary wire-line PSAP boundary data may not be available for the entire United States and that Cytranet is dependent on the PSAPs to provide such information resulting in the use of wireless PSAP boundary data to route an Emergency Call.

For locations with basic 911, the service uses wireless PSAP boundaries when a primary wire-line PSAP boundary is not available. Therefore, the 24x7x365 PSAP telephone number for a Subscriber Emergency Call may correspond to a PSAP other than the PSAP that would normally receive wire-line Emergency Calls placed from the Customer location. Customer's physical service address and call back number will not be presented to the PSAP. In the event caller cannot speak, Customer acknowledges that no information will be provided to the PSAP to contact the Customer to obtain information that could allow them to dispatch emergency services to caller's location. Each PSAP's internal processes will dictate how the call should be handled. Customer acknowledges that it is possible that the emergency

call may not be able to be delivered to the PSAP due to network and systems issues outside of Cytranets' control.

Additional fees may apply should Customer want lines other than the main line to be routed to the ECRC. In the event caller cannot speak or identify their address, Customer acknowledges that Cytranet has no further ability to assist the caller and Customer agrees to indemnify and hold harmless Cytranet from all third party claims arising from such circumstances.

- **Calling Line ID Delivery** – Calling Line ID Delivery, also known as “Caller ID” is a telephone service that transmits a caller’s telephone number to the called party’s telephone equipment during the ringing signal before the call is answered. Where available, the caller ID can also provide a name associated with the calling telephone number.

## Levels and Offerings

SIP is offered at a single level of service, however, Customers can opt for the different Service Options listed below.

## Availability Dependencies

The availability of Service is dependent on the existence of a suitable network transport from Cytranet to User(s). Cytranet also reserves the right to limit Service availability in the event that necessary Service Components are either unavailable or unattainable at a reasonable cost to Cytranet.

The availability of the Service is also dependent upon the following:

- It is the Customer’s responsibility to ensure that all devices at Customer Premise are able to connect to Equipment and are configured properly. This includes but is not limited to Ethernet switches, Ethernet cabling, work stations, servers and operating systems.
- The availability of this service is dependent on available space, power, hardware and available network connectivity within a given data center.
- Cytranet Connectivity is required for the SIP Service.
- Director-level approval is required for SIP termination to non-Cytranet supported existing phone systems.

## Limitations

Customer agrees that Cytranet is not responsible for any unauthorized access or modification of Customer's data while in electronic transmission to or from the Cytranet Data Centers. Customer also agrees that Cytranet is not responsible or liable for any content sent using, or received from, the SIP Service including that which may be illegal, obscene, defamatory, threatening, or that may infringe any trademark, copyright, or other third party intellectual property right.

- SIP Trunking local calling supports up to 2100 minutes of local usage per trunk, per calendar month. In the event that Customer traffic exceeds this limit in a given calendar month, Customer will incur a one (1) cent per minute charge for any overages.
- Fax Service is compatible with most G3 V.17 (14400baud) and V.29 (9600baud) fax machines. Service may not work reliably with Super G3V.34 fax modems. Cytranet will make reasonable efforts to ensure service works reliably with Customer’s existing fax machine. Customer agrees to set their fax machine to



a slower speed, if Cytranet feels necessary. Cytranet is not responsible for any integrator costs necessary to make this change. If reliable faxing over service is deemed unfeasible by either Cytranet or by Customer, then the Customer will bear full cost of ordering and maintaining a POTS line dedicated to faxing via the local RBOC. Cytranet will not be financially liable for inability to provide reliable faxing over this product. If Cytranet is unable to provide reliable fax service over this product, Cytranet agrees to release Customer from contract liability of the one seat being used to provide services to this fax machine. Customer will continue to be liable for remainder of contracted services in such a situation.

- Toll Fraud – Cytranet does not monitor for toll fraud. All calls terminated across the Voice network will be billed at standard rates.

Cytranet will not be responsible for additional/excessive charges or overages incurred by the customer due to toll fraud, employee abuse, or improper business practices related to use of telephone services we provide, including but not limited to:

- Any customer owned equipment not managed by Cytranet that the customer has directed us to be included in their call setup/teardown paths.
- Any customer owned platform or operating system vulnerabilities or improper configuration that could allow toll fraud or improper use.
- Any misconfigured or accidental call forwarding conditions placed on customer owned equipment resulting in overages or excessive charges.
- Invalid or Unassigned Calling Numbers – In the scope of calls sent to Cytranet SBCs by customer equipment, a valid assigned customer calling number is a number that has been ported and/or activated to Cytranet SIP trunking service, assigned to the customer by Cytranet, and defined for the customer in the Cytranet SBCs. When customer equipment routes an outbound call to Cytranet SBCs, the calling number identifier headers in the SIP message should contain an assigned number in the globalized E.164 format. If Cytranet receives a call from the customer with an invalid or unassigned calling number in the SIP URI fields (From, Contact, Diversion, P-Asserted-ID, Record-Route, Route, Refer-To, Referred-By), Cytranet will overwrite that number with a pre-determined BTN (Billing Telephone Number) for that customer. It is important to note that forwarded calls will also follow this rule.
- In the case of forwarded calls, we recommend that you set the Call Manager SIP trunk “Calling Party Selection” parameter to “Last Redirect Number (External).”
- Disconnecting Existing Customer Service – It is the Customers responsibility to disconnect any service with the losing/existing service provider. Cytranet is in no way responsible for disconnecting any existing Customer service.
- Cytranet does not currently provide multiple directory listings per account.

## Service Options

The following options may be added to the SIP Services. Description of Service options in no way entitles Customer to the feature, unless specified by Cytranet and Customer in the signed Quote or signed evaluation of a Service Change request. A Separate Service Agreement or Statement of Work may apply to such options and

may have additional costs associated with them. Options below may not be compatible with all variants of SIP Service.

## **Configuration, Staging and Shipment**

Cytranet offers Configuration, staging and shipping of Customer Equipment used to terminate Service. Configuration includes configuration of Equipment to support Cytranet Service. Customers must open a ticket through Cytranet Customer Care to obtain configuration, staging and/or shipping of Customer equipment.

Cytranet reserves the right to bill Customer at current hourly rates for configuration requests that are not required to provide Service outlined herein. Shipping of equipment includes standard ground shipping. Cytranet reserves the right to bill Customer if any alternative shipping method is requested by Customer.

## **Equipment Management**

Cytranet offers management of Customer Equipment used to terminate Service.

A Managed Voice Gateway is a physical device that is configured and managed by Cytranet Managed and Cloud services, provides a demarcation point for voice calls between the customer's SIP capable telephone system and the Cytranet Global SIP Session Border Controllers, and handles any non-standard, non-globalized E164 number addressing schemes and translations. The gateway provides a private interface route-able to/from the customer private network, and a public interface route-able to the Cytranet Global Session Border Controllers.

## **Local Dialing with Intra-/Inter-State Long Distance Rate**

Long Distance Bundles may be purchased in additional minute blocks. Additional minutes will be charged based on rates stated in the Statement of Fees. Calls are billed in 6-second increments, no rounding on a per call basis. This service will terminate telephone calls received from the Customer telephone numbers in to the Public Switched Telephone Network (PSTN). Each call terminated will be measured in six (6) second increments for duration and charged on a usage basis at a rate specified in the contract. Calls are assigned a type from the following:

- Local
- Extended Area Service
- Intrastate-US/US
- Inter-Canada
- International

Each call type may be specified a different rate as specified in the contract. International LD call charged based on a per destination country (land-line and mobile) rate.

## Service Delivery Requirements

### General

It is Customer's responsibility to ensure that all Users are able to connect to the Service and are configured properly. This includes, but is not limited to, Ethernet switches, Ethernet cabling, workstations, servers, operating systems, and software.

Cytranet's ability to provide services is dependent upon Customer-provided information. Service delivery may be delayed if all information is not provided based on timelines set by the Project Manager.

### Installation

Upon receipt of the signed Quote, Cytranet will setup the SIP Service as follows:

- A Project Manager will be assigned to every SIP installation. The Project Manager will contact the client once the order is received.
- If numbers are porting, a full list of telephone/DID numbers will be required by the Customer along with service addresses. A corresponding phone bill that associates to all provided porting numbers is also required.
- A Letter of Agency (LOA) will be provided to the Customer, which will allow Cytranet to port/move existing service. A separate LOA will be provided for Toll Free Service versus DID service.
- The Provisioning Department will submit the signed LOA along with a port request to our Carrier requesting a Firm Order Commitment (FOC) from the losing service provider.

**Note about Porting Times:** Cytranet will request porting dates and times from the losing service provider between 8:00 AM to 4:30 PM Monday through Friday Central Standard Time. We highly recommend not porting on a Friday because staffing levels for the carrier will be much less available after hours and on weekends.

- If new DIDs or Toll free numbers have been ordered, the Provisioning Department will request the numbers from our carrier. Once the assigned Numbers are received, the Provisioning Department will send a list of new numbers to the Client.
- The Project Manager will contact the client to schedule the port time once the provisioning Department has obtained an FOC date from our Carrier. Port orders are scheduled between 8:00AM–3:00 PM CST Monday –Friday on the FOC date.
- The Project Manager will coordinate with all parties involved by sending out a confirmation to the Customer, Voice Engineers, Provisioning Department and Field Engineer (if one is assigned to Customer). A conference call will be scheduled for all involved parties during the port when deemed necessary.
- On the scheduled port date the Voice Engineer, Provisioning Department, and Field Engineer will configure the SIP Trunks, add new DIDs and Toll Free numbers if applicable, and activate the port with our carrier and test numbers.

- Once all associated telephone numbers have been added/ported and tested, the Voice Engineer will submit the implementation as completed.
- For new Customers, once the port is complete, the Project Manager will send a welcome email to the Customer detailing the completion of services provided by Cytranet along with instructions on how to contact Client Care.
- Cytranet reserves the right to bill customer at current market rates for any cabling required to support service. Cytranet reserves the right to use outside cabling contractors to perform cabling work.
- Cytranet is not responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of such customer equipment or integration of such customer equipment in to Customer's internal network. Cytranet is not responsible for and will not be obligated to provide any support of or assistance in configuration, installation, administration, troubleshooting, maintenance, or repair of any software or network application or integration of such software or hardware application in to the Customer Network. Additional managed services are available to cover customer equipment.

If additional configuration work is required due to limitations of the Customer network, Cytranet reserves the right to bill Customer at currently hourly rates for additional configuration time.

Cytranet is not responsible for, and will not be obligated to provide, any support or assistance in configuration, installation, administration, troubleshooting, maintenance, repair, or integration of customer equipment, software, or network application in to the Customer's internal network.



# A Series

Enterprise WiFi that just works.

## Open Mesh makes WiFi smarter and simpler.

We help create powerful, easy-to-use wireless networks that automatically spread Internet connections throughout hotels, apartments, retail stores, restaurants, small and medium-sized businesses—and just about anywhere else.

The A Series is the next evolution of smarter, simpler WiFi from Open Mesh. The A Series combines high performance with a flexible form factor for enterprise deployments almost anywhere.

With the A Series, we've taken our modular approach to WiFi one step further: not only can the A Series be deployed outside or in, it comes with a flexible installation kit that includes what you need for each mounting option.

## Diverse solutions



### Hospitality

Powerful, scalable cloud-managed WiFi that keeps guests coming back.



### Small/medium-sized business

Secure, cost-effective staff and guest networks built for any environment.



### Retail, food and beverage

Zero-touch deployment across 1 or 1,000's of locations. Compelling data and integrations.



### Housing

WiFi for new and old apartments, care homes and more with less cost and complexity.

# A Series Access Points

## Cloud-managed wireless LAN



Open Mesh A Series access points provide robust WiFi coverage anywhere you need to share a connection.

Each access point is a cloud-managed access point, mesh gateway and repeater all in one compact, reliable, high-performance package.



## Features

- Zero config, plug-and-play networking
- Self-forming, self-healing mesh
- Free iOS and Android apps
- USB port and 2 gigabit Ethernet ports
- Free cloud-based dashboard for complete management
- Hardware watchdog auto-restarts after power spikes and outages
- LED status indicator

## Benefits



### Simplified deployments

Simplify deployments with zero config, plug-and-play networking, automatic channel configuration and automatic meshing to extend WiFi signals to dead spots. With flexible mounting options, the same AP can be installed indoors and out: on ceilings, walls, Ethernet jacks and more, making deployment planning easy.



### Intuitive management

Open Mesh is powerful enough for pros, but easy enough for almost anyone. With free, centralized cloud management, view and manage all your networks across large sites and multiple locations from a single dashboard. Create splash pages, manage bandwidth, reboot devices, block clients and more in just a few clicks.



### Serious reliability

From automatic failover and safe over-the-air upgrades to a hardware watchdog chip and out-of-band management, our solution is built to reduce truck rolls so you can deploy with confidence. And with automated email alerts and scheduled maintenance windows you control, avoid disruption during critical times.



### Custom Brandable

Open Mesh is ideal for MSPs, resellers and IT consultants because we make it easy to add your logo to our solution. The A Series includes a blank center tab you can swap in; get this tab molded with your logo or add a sticker to custom brand. Even CloudTrax can be branded as your own cloud solution.

# Mounting Options

## Universal installation



Install A Series access points indoors and out, for professional WiFi deployments anywhere.

The A Series comes with a flexible installation kit that includes what you need for each mounting option, making deployment planning and inventory management simple.



## Features

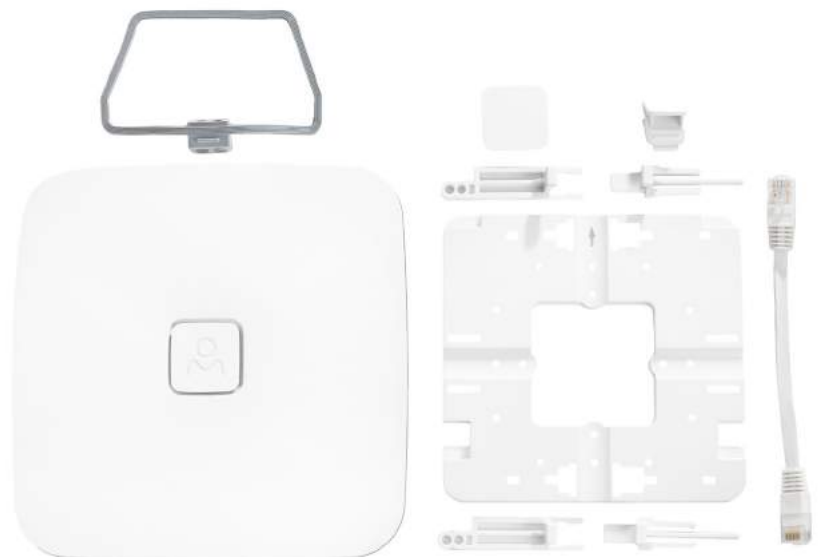
- Water and dust resistant with an IP55 rating
- Mount indoors to an Ethernet jack or junction box (EU, UK, US), solid wall, solid ceiling or t-rail ceiling
- Mount outdoors to a wall or pole
- Universal installation kit included

## Benefits



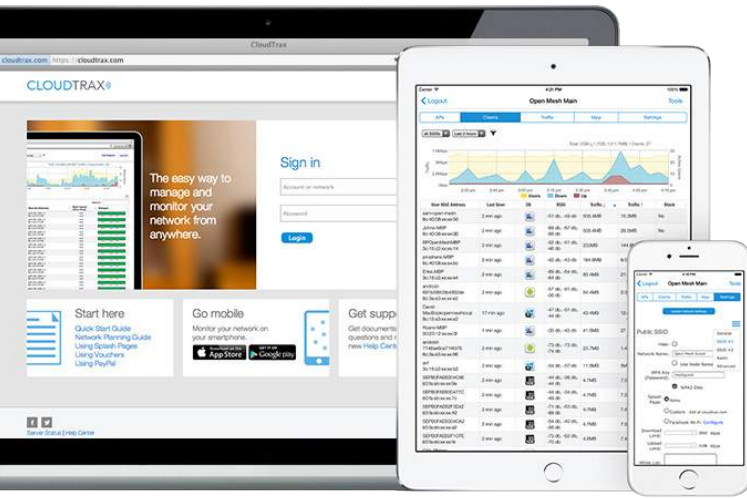
### A perfect fit

Open Mesh makes it easy to get wireless coverage exactly where you need it. Out of the box, Open Mesh A Series access points can be installed in most indoor or outdoor locations from a t-rail ceiling or solid wall to an Ethernet jack or pole. The A Series blends in seamlessly in any office, hotel, restaurant or school.



# Open Mesh Cloud Controller

Powerful network management



**Say goodbye to on-site controllers and monthly fees.**

Build and manage your networks across one site or thousands through the cloud. With no servers or software to install, Open Mesh is simple, yet powerful enough to meet the demands of IT professionals.

## Features

- Single point of configuration for one access point or thousands
- Automatic reporting and alerts
- Usage statistics and control with client device fingerprinting
- Full captive portal/voucher system
- Free iOS and Android apps
- Zero cost license
- Full CloudTrax API (additional cost)

## Benefits



### Easy scalability

Whether you're managing one site or thousands, CloudTrax is built to grow with you. Because there's nothing to configure on site, adding new access points and network locations takes just seconds. Create new networks by cloning existing ones and provision new access points in just a click. CloudTrax makes it easy to get all of your networks behind a single pane of glass.



### Mobile apps

CloudTrax includes free iOS and Android apps, so you can build, manage and monitor your networks while on the go. Create new networks in seconds, add new APs by simply scanning them, and swap old APs with new with zero typing or configuration. You have access to the full functionality at cloudtrax.com and can switch between mobile and desktop seamlessly.



### Multiple SSIDs

CloudTrax can broadcast multiple unique networks, some public and others private. Public networks can be customized with powerful captive portal features, while private networks work seamlessly as an extension of your LAN. Each network can be uniquely named, left visible or hidden, and left open or password-protected with WPA2 encryption.



### Automated alerts

Don't have time to check the network status every day? Don't worry. If any access point goes down and doesn't come back up within an hour, CloudTrax will automatically email you (and anyone else you designate). Outage alerts are easy to turn on and off, always keeping you in-the-know when it comes to the health of your wireless network.



# A Series Specifications



## A42



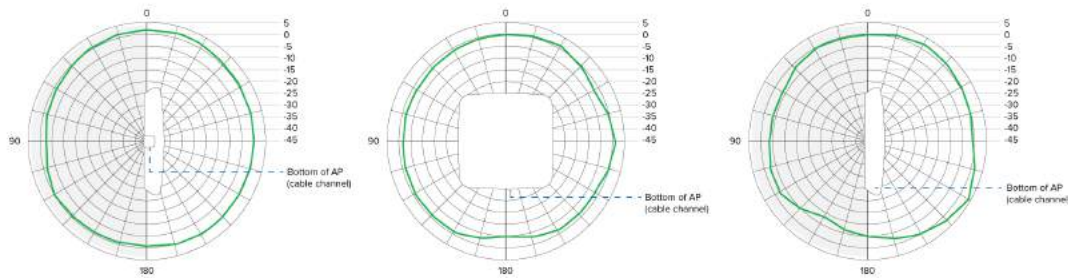
## A62



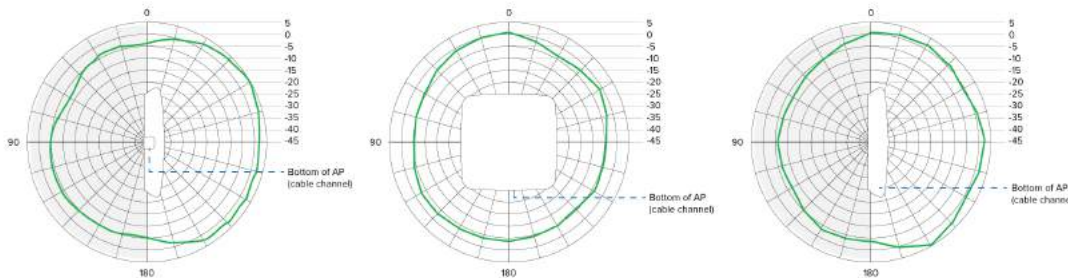
Description	Universal 802.11ac Wave 2 Cloud-Managed WiFi Access Point	Universal Tri-Band 802.11ac Wave 2 Cloud-Managed WiFi Access Point
Wireless Specifications and Capacity		
Recommended users	50–100 per AP	75–150 per AP
Speed (rated)	300 + 867 Mbps	300 + 867 + 867 Mbps
2.4 GHz	2 stream, 802.11 b/g/n (max rate: 300 Mbps)	2 stream, 802.11 b/g/n (max rate: 300 Mbps)
5 GHz	2 stream, 802.11 a/b/g/n/ac (max rate: 867 Mbps) Wave 2, MU-MIMO	2 stream, 802.11 a/b/g/n/ac (max rate: 867 Mbps) + 2 stream, 802.11 a/b/g/n/ac (max rate: 867 Mbps) Wave 2, MU-MIMO
Range (approximate)	75'–150' indoor (3–4 walls); 400'–600' outdoor	
Features		
Free cloud management	Built-in cloud management (no onsite controller/management appliance required), WPA/WPA2 Personal and Enterprise, captive portal throttling with splash pages, Facebook WiFi, SSID to VLAN tagging, user management capabilities and much more.	
Automatic firmware upgrades	Yes	
Automatic feature upgrades	Yes	
Zero config, plug and play	Yes	
Self-forming, self-healing mesh	Yes	
Seamless roaming	Yes	
Wireless LAN	4 SSIDs, bridge to LAN, bridge to VLAN (tagging), Public & Private SSIDs	
Hardware and Environmental		
Antenna	Internal: 2 dual-band	Internal: 2 dual-band, 2 single-band
Processor	Qualcomm Dakota IPQ4018	Qualcomm Dakota IPQ4019
Ports	2 Gigabit Ethernet, 1 USB	
Memory	256MB DRAM DDR3	
Hardware watchdog CPU	Yes	
PoE	Standard 802.3af/at or Passive 18–24V (mode A, B, A+B)	
Mounting options	Ethernet or junction box (EU, UK, US), solid wall, solid ceiling, t-rail ceiling, outdoor wall or pole (universal installation kit included)	
LEDs	Multi-color LED status indicator for easy troubleshooting	
Operating temperature	-20 to 50 C	
Indoor/outdoor rating	CE marked for indoor/outdoor use, IP55	
Size	6.5" x 6.5" x 1.2" and .85 Lbs	6.5" x 6.5" x 1.2" and .90 Lbs
Warranty	1 year	

## A42 Transmission Patterns

### A42 2.4 GHz

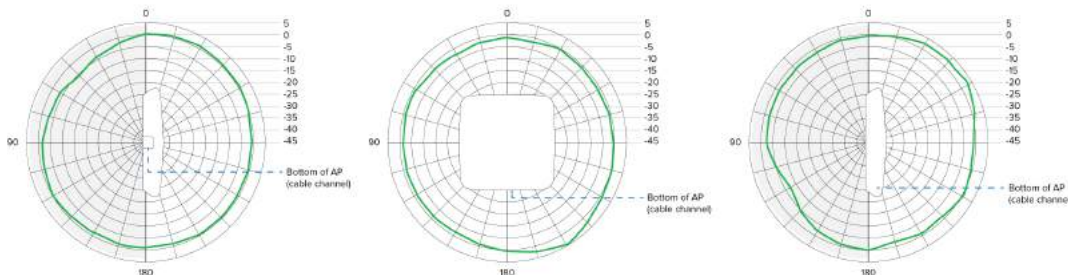


### A42 5 GHz

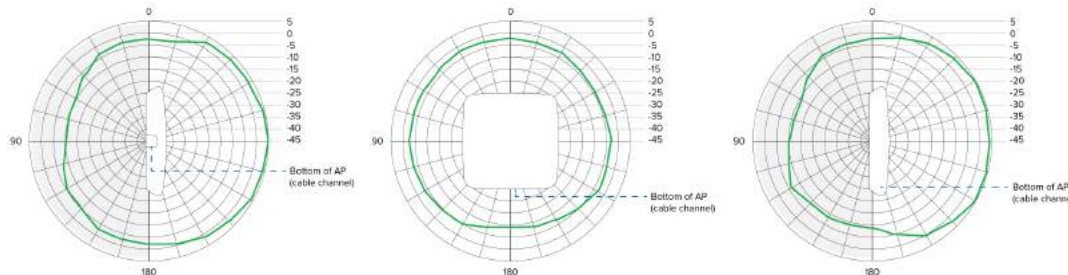


## A62 Transmission Patterns

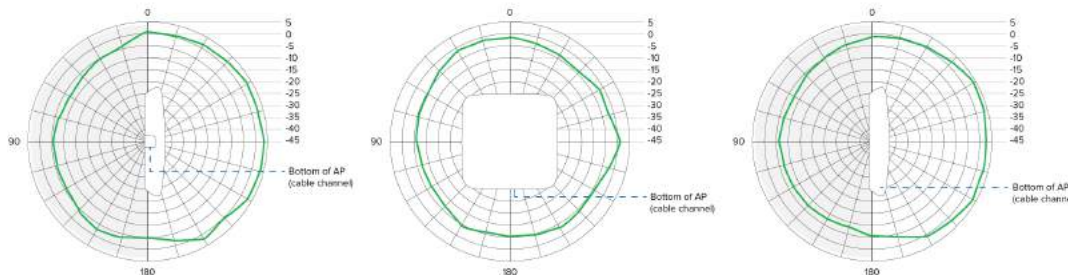
### A62 2.4 GHz



### A62 5 GHz (1)



### A62 5 GHz (2)



### FULLY INTEGRATED NETWORKING...JUST ADD INTERNET

Datto delivers everything you need to build your network, packaged into a single, compact device. All you need is an Internet connection.

Built specifically for managed service providers, the Datto Networking Appliance comes fully equipped with built-in network edge routing, firewall, WiFi, intrusion detection and prevention, and fully-integrated 4G LTE failover from Verizon Wireless (no contract and no overages with standard use).

#### Fully-Integrated Internet Failover & Failback

The Datto Networking Appliance features a fully integrated 4G LTE radio, meaning that when the main Internet connection goes down, the appliance detects it and automatically switches over to Verizon Wireless 4G LTE.

While the appliance operates in failover mode, it continually pings both the primary and secondary (if configured) WAN interface to determine if and when the Internet connection has been restored and is stable. When it is, the appliance seamlessly fails back to its primary Internet connection.

#### Cloud Management

The Datto Networking Appliance is powered by the Datto Networking cloud management system used to set-up, monitor and manage any network configuration a small to medium sized business might need.

#### High-Performance Edge Router

Complete with six 10/100/1000 network ports, built-in WiFi, and fully integrated 4G LTE from Verizon Wireless, the Datto Networking Appliance includes everything you need to deploy and manage a high-performance wired or wireless network.

#### Intrusion Detection and Prevention System

With its advanced unified threat management (UTM) system featuring intrusion detection and prevention, the Datto Networking Appliance actively monitors the network and proactively prevents cyber attacks.

#### Firewall

Incorporating advanced security features such as stateful packet inspection, port forwarding, DMZ host, client VPN using IPSec IKEv2 and site-to-site VPN, the Datto Networking Appliance delivers peace of mind in a world where cyber-attacks and unwanted cyber intrusions are increasingly common.

#### Layer 7 Deep Packet Inspection

The Datto Networking Appliance performs application (layer 7) deep packet inspection for all traffic passing through the router. This deep level of analysis enables the appliance to categorize traffic by application, and lays the groundwork for enhanced layer 7 features and capabilities.

#### Quality of Service - Traffic Shaping

The Datto Networking Appliance includes the ability to prioritize business critical applications, a feature commonly known as Traffic Shaping. Utilizing the simple configuration interface in the Datto Networking cloud management software, a Datto partner can identify those applications that require precedence (such as VoIP) to ensure those applications have enough bandwidth to function in an uninterrupted mode. Traffic Shaping also ensures business critical applications will continue to function, even when the Datto Networking Appliance is in failover mode. The result? Always connected networking, and uninterrupted business critical applications.

#### External Antenna Option

The Datto Networking Appliance comes fully equipped with three WiFi and two 4G LTE antennas. But as many networking appliances are physically located in a back room, in a closet or simply "out of the way," there are scenarios where the location of the appliance can cause interference and negatively affect the appliance's ability to connect to the LTE network. To remedy this situation, Datto provides an optional, external antenna (see price list for details). This additional antenna support creates more flexibility and options to deploy the Datto Networking Appliance, and improves connectivity, even in low signal environments.



# Datto Networking Appliance



System	
DNA-VZ4	
Processor	8 Core 2.4GHz Intel Processor
RAM	8 GB DDR3
Hard Drive	32 GB Industrial Compact Flash
I/O	6 built-in 10/100/1000 Ethernet Ports 2 dedicated WAN Ports, 4 configurable VLAN Ports
WiFi	3x3 MIMO N Type 2.4/5GHz
Connectivity	Fully integrated Multi-band Cat4 Radio (LTE) Verizon Wireless only, not available outside of the U.S.
Client VPN	SSL (Open VPN), T2TP*, PPTP*
Site-to-site VPN	IPSEC.
Internet Protocol Support	IPv4, IPv6*
Firewall	Stateful Packet Inspection, Port Forwarding, 1:1 NAT*, DMZ Host
IDPS	Layer 2 Protocol Analysis (Snort), Port Scanning, Signature-based rule files, Web filtering, Whitelisting, Ad blocker
QoS	Layer 7 DPI, Traffic Shaping, Application Firewall*
Cloud Management	dna.datto.com

\* Planned

DNA External Antenna(s)				
	Indoor		Outdoor	
	Wilson 304454 Window		Taoglas OMB.6912.03F21	
Type	Directional Panel		Collinear Dipole Array	
Radiation Pattern	Directional		Omnidirectional	
Band	13	4	13	4.5dB
Gain	5.2dB	10.6dB	4.5dB	2.8dB
Connector (at antenna)	N - Female		N - Female	
Environmental	N/A		-40°C to 60°C	
Operating Humidity	N/A		10% to 90% non condensing	
IP Rating	N/A		IP65	
Dimensions	8.27 x 7.09 x 1.73 inches		12.5 x 1 inches	
Mount Type	Cradle Mount		U Clip	
Included in the box	Mount Clips (10), Zipties (10)		Lightning Arrestor ANT-212-001, Mount Clips (10), Zipties (10), Coax Seal 12"	

## Datto Networking Appliance



	Cable Kits					
	Kit 1		Kit 2		Kit 3	
Length	100'		50'		20'	
Band	13	4	13	4	13	4
Loss/ Attenuation	3.9dB	5.97dB	2.0dB	3.0dB	0.8dB	1.25dB
Bend Radius	1"					
Cable Diameter	10.31mm					
Connection Type	SMA - Male					
Environmental	-40°F to +185°F					
Connection (Type at DNA)	SMA - Female					

### Managed Networking Services...the Datto Way

At Datto, we believe in the value of great products and an unwavering commitment to 24x7x365 customer service and support. Every Datto Networking product ships with a three-year warranty...backed by our replacement program. If you have an issue with your device, we ship you a new one before you send your damaged device back. That way users are always connected. Powerful networks, the Datto way.

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#### For more information please contact:

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Cytranet | <http://www.cytranet.com>

1400A Montlimar Dr, Mobile, AL, 36609



# G200

Cloud-managed routing and security, simplified.

## Open Mesh makes networking smarter and simpler.

We offer a suite of cloud-managed products and services that make it easier and more cost-effective for IT professionals to manage networks across multiple locations all from a single cloud-based dashboard.

With the G200 we're completing the local networking solution. The G200 is a plug-and-play routing solution that works seamlessly with Open Mesh switches, access points and CloudTrax, Open Mesh's free cloud-based network controller that can manage an unlimited number of devices and networks around the world.

The G200, when combined with Open Mesh access points and switches, shows how simple cloud-managed networking can be.

## Diverse solutions



### Hospitality

Powerful, scalable cloud-managed WiFi that keeps guests coming back.



### Small/medium-sized business

Secure, cost-effective staff and guest networks built for any environment.



### Retail, food and beverage

Zero-touch deployment across 1 or 1,000's of locations. Compelling data and integrations.



### Housing

WiFi for new and old apartments, care homes and more with less cost and complexity.



The Open Mesh G200 router provides speed and security in one device. When combined with Open Mesh WiFi access points and switches, the G200 allows IT professionals to have a single, cloud-based dashboard for the entire managed network.



## Features

- Seamless integration with Open Mesh access points and switches
- Zero-touch configuration, plug-and-play networking
- Quad-core processor with integrated hardware offload engine to run deep packet inspection and QoS at line rate gigabit throughput
- Manage NAT routing, DHCP server, VPN client and point-to-point, VLAN tagging, Quality of Service rules and more
- 4 LAN ports, including 2 passive PoE ports
- Flexible connectivity with 1 SFP WAN port and 1 GigE WAN port
- 1 USB 3.0 port for future expansion
- Tri-color LED status indicator for easy troubleshooting
- Hardware watchdog to recover from unexpected states
- Free intuitive cloud management for complete control and monitoring with no licensing or monthly fees

## Benefits



### Seamless integration

Integrate painlessly with Open Mesh access points and switches. With a complete networking solution working seamlessly together, deploy with confidence and manage the entire network through a single dashboard. With greater visibility into your network, debugging is easy.



### Cloud managed

Every G200 router includes a free lifetime license to CloudTrax. CloudTrax makes it easy to build, manage and monitor networks from anywhere. And because the G200 is managed in the cloud, it's continually getting better with frequent upgrades and new features.



### Zero-touch deployment

Make remote deployments easy and scaling up worry free. Configure a router from anywhere without ever touching it. Once the router has power and Internet, it'll connect to CloudTrax to get its configuration and start reporting data. Easily deploy a single router or thousands across multiple sites.



### White labeled

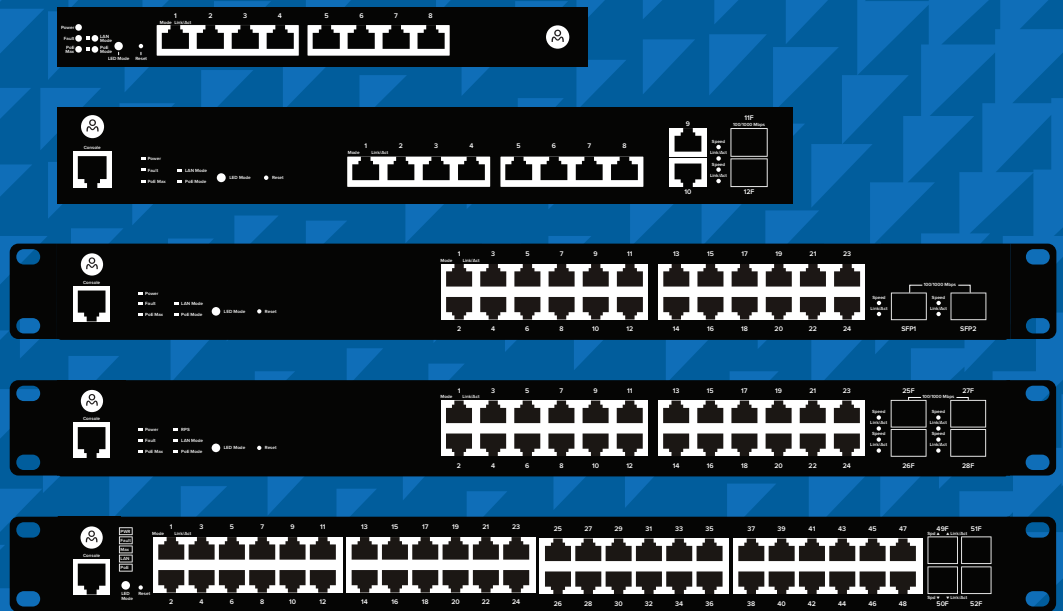
Open Mesh is ideal for systems integrators, resellers and IT consultants because we make it easy to add your logos to our devices. Even our cloud controller, CloudTrax, can be completely branded as your own cloud solution.\* With no competing messages, your brand is the star of the show.

## G200

<b>Description</b>	Cloud-Managed Gigabit Router with Integrated Firewall
<b>Zero Config Plug &amp; Play</b>	Yes
<b>Free Cloud Management, including iOS/Android Apps</b>	Yes
<b>Ports</b>	4 x Gigabit Ethernet LAN ports (including 2 x 24V passive PoE) 1 x Gigabit SFP WAN port 1 x GigE WAN port 1 x USB 3.0 Host Port
<b>Memory</b>	4GB eMMC Flash 1GB DDR3 RAM
<b>Processor</b>	MT7623A Quad-Core ARM
<b>Power Supply</b>	Universal 24V, 60W power supply (included)
<b>LEDs</b>	Port LEDs, tri-color LED status indicator
<b>Management features</b>	NAT routing, stateful firewall, DHCP server, VPN client and point-to-point, VLAN tagging, Quality of Service and more
<b>Performance</b>	2+ Million Packets per second forwarding rate with full Deep Packet Inspection
<b>Mounting options</b>	Desktop and rack mount shelf (not included)
<b>Operating Temperature</b>	0°C to 40°C
<b>Storage Temperature</b>	-20°C to 70°C
<b>Humidity</b>	5% to 90% typical
<b>Dimensions</b>	7.9" x 4.7"
<b>Certifications</b>	FCC, IC, CE
<b>Warranty</b>	1 year







# S Series

Cloud-managed switching, simplified.

## Open Mesh makes networking smarter and simpler.

We help create powerful, easy-to-use networks that automatically spread Internet connections throughout hotels, apartments, retail stores, restaurants, small and medium-sized businesses—and just about anywhere else.

The Open Mesh S Series is designed to be a plug-and-play switching solution that works seamlessly with Open Mesh access points and CloudTrax, a free cloud-based network controller that can manage an unlimited number of switches, access points and networks around the world.

With the S Series, Open Mesh shows how easy, cost-effective and reliable cloud-managed networking can be.

## Diverse solutions



### Hospitality

Powerful, scalable cloud-managed network solutions that keep guests coming back.



### Small/medium-sized business

Secure, cost-effective staff and guest networks built for any environment.



### Retail, food and beverage

Zero-touch deployment across 1 or 1,000's of locations. Compelling data and integrations.



### Housing

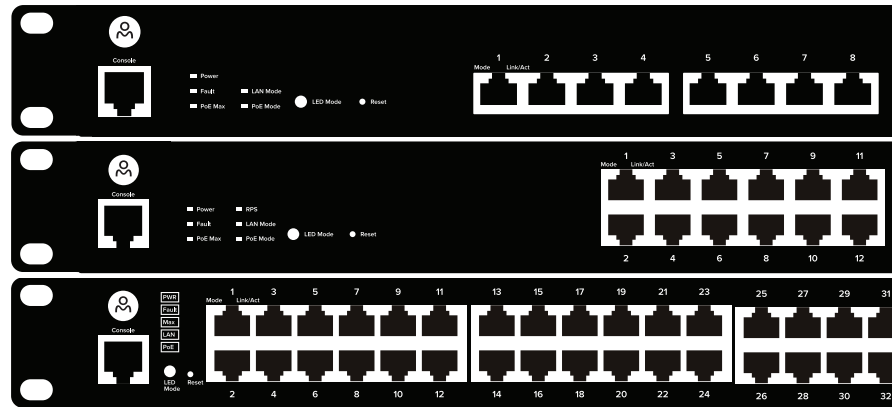
Connect new and old apartments, care homes and more with less cost and complexity.

# S Series Switch



## Cloud-managed Gigabit PoE+ L2 switches

Open Mesh S Series cloud-managed PoE+ switches are cost effective, simple-to-use networking solutions ideal for multi-site deployments in hospitality, food and beverage, retail, and small and medium businesses.



## Features

- Zero-touch configuration, plug-and play networking
- Automatic, seamless interoperability with Open Mesh access points
- Full-featured layer 2 manageability
- PoE+ for flexibility to power all kinds of IP devices
- Free cloud-based network controller for complete control and monitoring with no licensing or monthly fees

## Benefits



### Cloud managed

Every S Series switch includes a free lifetime license to CloudTrax. CloudTrax makes it easy to build, manage and monitor your networks from any browser or mobile device. And because the S Series is managed in the cloud, it's continually getting better with frequent upgrades and new features.



### Seamless integration

Integrate seamlessly with Open Mesh access points. When switches and access points are in the same network, we'll automatically detect Open Mesh access points and enable seamless roaming VLANs. With greater visibility into your network, debugging is easy.



### Zero-touch deployment

Make remote deployments easy and scaling up worry free. You can configure a switch from anywhere without ever touching it. Once the switch has power and Internet, it'll connect to CloudTrax to get its configuration and start reporting data. Easily deploy a single switch or thousands across multiple sites.



### White labeled

Open Mesh is ideal for systems integrators, resellers and IT consultants because we make it easy to add your logos to our switches and access points. Even our cloud controller, CloudTrax, can be completely branded as your own cloud solution.\* With no competing messages, your brand is the star of the show.

*\*Fees apply for custom branding.*

# S Series Specifications



**S8-L**



**S8**



**S24-L**



**S24**



**S48**

Zero Config Plug & Play	Yes	Yes	Yes	Yes	Yes
Free Cloud Management	Yes	Yes	Yes	Yes	Yes
Free iOS/Android Apps	Yes	Yes	Yes	Yes	Yes
Mounting Options	Desktop, wall	Desktop, wall mount, rack mount (included)			
Switching Capacity	20Gbps	24Gbps	52Gbps	56Gbps	104Gbps
Power Supply	External	Internal			
Power Cable	US/EU/UK/AU				
Forwarding Mode	Store and Forward				
SDRAM	256MB				
Flash Memory	32MB				
PoE Standard	Supports IEEE 802.3at/af				
10/100/1000Mbps Ports	8	10	24	24	48
SFP slots	N/A	2 (1Gb)	2 (1Gb)	2 (10Gb)	4 (1Gb)
RJ45 Console Port	N/A	1	1	1	1
PoE Capable Ports	Port 1-8 output up to 30W	Port 1-8 output up to 30W	Port 1-24 output up to 30W	Port 1-24 output up to 30W	Port 1-48, output up to 30W
PoE Budget	55W	150W	250W	410W	740W
LED Indicators	Power, Fault, PoE Max, LAN Mode, PoE Mode, Link/Act	Power, Fault, PoE Max, LAN Mode, PoE Mode, Speed, Link/Act			
L2 Features	IEEE802.3ad Link Aggregation, Port Mirroring, Port Trunking, IGMP Snooping v1/v2/v3, IGMP Fast Leave, MLD Snooping, VLAN Group, Voice VLAN, IEEE802.1X Port-based Access Control, IEEE802.1X Guest VLAN, Port Security, Storm Control, Port Isolation, Attack Prevention, Access Control List (ACL)				
Spanning Tree Protocol	802.1D Spanning Tree (STP), 802.1w Rapid Spanning Tree (RSTP), 802.1s Multiple Spanning Tree (MSTP)				
Queue	CoS based on 802.1p priority, CoS based on physical port, CoS based on TOS, CoS based on DSCP				
PoE Management	Power on/off per port, Power class configuration, Power feeding with priority, User define power limit				
Additional Management	SSH Server, Telnet Server, TFTP Client, BootP/DHCP Client, SNMP v1/v2c/v3 support, Command Line Interface (CLI), SNTP, RMONv1, SYSLOG, Cable Diagnostic				
MIB Support	RFC1213, RFC1493, RFC1757, RFC2674				
Operating Temperature	0 to 40°C	0 to 50°C			
Storage Temperature	-20°C to 70°C	-40 to 70 °C	-20°C to 70°C	-40 to 70 °C	-40 to 70 °C
Humidity	5 to 95% non-condensing				
Dimensions (WxDxH)	9.4"x 4.1" x 1.1"	13"x 9"x 1.7"	17.3"x 10.1"x 1.7"	17.3"x 10.2"x 1.7"	17.3"x 16.1"x 1.7"
Weight	1.37 lbs.	4.48 lbs.	7.65 lbs.	8.45 lbs.	13.8 lbs.
Warranty	1 year				